

To make a complaint or an appeal fill out this form and attach any supporting evidence. Submit the form and attachments to the RTO Manager. The RTO Manager will follow the procedure for managing complaints and appeals outlined in the RTO Policies and Procedures Manual. This form and any supporting evidence or correspondence will be filed.

Submitted by:	Date:
Organisation:	
Address:	Postcode:
Telephone:	Email:

Describe the nature of the complaint or appeal (attach additional pages if necessary).

Describe any efforts made to resolve this issue.

Actions to be taken and timeframe (to be completed by RTO Manager)

Signed by RTO Manager:

Date: