To make a complaint or an appeal, you can complete this form and attach any supporting evidence. Submit the form and attachments to the RTO Manager by email. The RTO Manager will follow the RTO’s procedure for managing complaints and appeals. This form and any supporting evidence or correspondence will be filed.

The RTO Manager’s contact details can be found on the training.gov.au website. Search for the organisation using the code 21607. Alternatively, phone 1300 284 111.

|  |  |
| --- | --- |
| Submitted by: Click or tap here to enter text. | Date: Click or tap to enter a date. |
| Organisation: Click or tap here to enter text. | |
| Address: Click or tap here to enter text. | |
| Telephone: Click or tap here to enter text. | Email: Click or tap here to enter text. |

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

|  |
| --- |
| Click or tap here to enter text. |

Describe any efforts made to resolve this issue.

|  |
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| Click or tap here to enter text. |

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

|  |
| --- |
| Click or tap here to enter text. |

**RTO Manager:** Click or tap here to enter text. **Date:** Click or tap to enter a date.