



Complaints & Appeals Form

Section One (to be completed by participant)	
Participant Name	If a student - Student Number
Address	
Phone	Email
If a student - Subject Code and Name	
Details of Complaint/Appeal	
Complainant/Appellant Signature	Date
Section Two (To be completed by college representative if outcome is reached)	
Details of Action Taken	
College Representative Name	Position
College Representative Signature	Date
Section Three (to be completed by representative of arbitrating body if complaint is taken to this level)	
Details of Resolution/Action Taken	
Arbitrator Representative Name	Position
Arbitrator Representative Signature	Date

If this complaint cannot be resolved to the mutual satisfaction of the participant and the RTO, the RTO will refer the matter to an appropriate independent mediator.