



Complaints and Appeals Form

COMPLAINTS:

If you would like to lodge a **formal complaint** related to our training or service, please complete this form and email to: manager@rtcsa.training or post to: The Manager, Regional Training Contractors of South Australia, PO Box 120, MOOROOK SA 5332.

Client Information:

Name:

Address:

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Phone: Email:

Course Title:

Course Date:

Trainer:

Reason for Complaint (please attach more pages if necessary):

What would you like to see happen?

I declare that the information provided in this application is accurate.

I have read, and I understand the Complaints and Appeals policy.

Signature: Date:

Office use only:

Date received: Date of resolution:

Determined resolution:

Finalised by:



Complaints and Appeals Form

APPEALS:

If you are unhappy with a decision, including an assessment decision, made by Regional Training Contractors of South Australia and would like the verdict reviewed, please complete this form and email to: compliance@rtcsa.training or address to: The Director - Compliance, Regional Training Contractors of South Australia, PO Box 120, MOOROOK SA 5332.

Client Information:

Name:

Address:

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Phone: Email:

Course Title:

Course Date:

Details and Grounds for Appeal (please attach more pages if necessary):

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If this appeal is related to a previous complaint, please give details below?

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I declare that the information provided in this application is accurate.
I have read, and I understand the Complaints and Appeals policy.

Signature: Date:

Office use only:

Date received: Date of resolution:

Determined resolution:

Appeal referred to a third party? Y / N Finalised by: