

Complaints and Appeals Form

This form is to be used to formally record lodgement of a complaint or appeal.

Reason for Complaint / Appeal	Tick
Participant Complaint	
Participant Appeal	
Assessment	
External Complaint	
Other (specify)	

Date Received:				
Taken by:				
Received by:	Mail	Telephone	Email	Other

Please note: where a complaint has been taken verbally, a written version must also be requested (e.g. via email or letter)

SECTION 1 – Nature of Complaint/Appeal

SECTION 2 – Action to be taken by RMTS

Details of immediate Action to be taken	
By whom:	
Timeframe:	
Written acknowledgement of complaint sent to complainant: <i>(please attach a copy)</i>	
Date sent:	

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Does the complainant wish to proceed further? If so, have alternate avenues of action been explained.

Do they require an advocate/other assistance to present their case?

Details:

SECTION 3 – Resolution Strategies / Agreed Action

Agreed action completed and effective.

Written confirmation of action sent to complainant (please attach copy)

Details of strategies and agreed actions:

Further action:

Any further action required to ensure this event/situation does not occur again.

Details:

Signed: _____ / _____ / _____

Compliance use only

Complaint / Appeal recorded in Complaints Register Date entered: / /

RTO Standard 6 – process followed

Corrective Action Request required CAR No.

Complaint / Appeal closed in Complaints Register Date closed: / /

Signature:.....