



# COMPLAINT FORM

## Section 1

*Candidate making appeal to complete Section 1*

Nature of appeal:

Student name:

Student signature:

Date:

Individual making the complaint is (Tick appropriate membership below)

- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor
- The Third-Party if applicable

The complaint is being made against (Tick appropriate membership below)

- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor
- The Third-Party if applicable
- RTO policy and procedure

## Appeal Lodgement

This appeal form can be submitted via email or in person:

Novus Education Pty Ltd | RTO Code 45082 | CRICOS Code XXXXXX | Suite 3.09, 22-36 Mountain Street, Ultimo, NSW 2007 | Sydney: 0425 072 090 | www.novuseducation.edu.au | ABN: 63 611 694 234 | admin@NovusEducation.edu.au | www.novuseducation.edu.au | Version 1 May 2020

## Section 2

Staff member receiving this form to complete Section 2

Comments:

Student name:

Student signature:

Date:

Forwarded to:

RTO Manager

CEO

Independent Review

Date:

## Section 3

*Staff member conducting the investigation of the complaint is to attach a detailed report to this form.*

RTO manager will take action according to Novus Education's Complaints Policy.

Although, the RTO will make every effort in resolving your complaint within **30 Calendar days**, however, if the resolution takes longer than 60 calendar days, you will be informed in writing. If you are not satisfied with the resolution outcome, you may lodge an appeal against the complaint resolution or decision. The RTO's 'Complaint and Appeal Policy and Procedure' can be obtained from the RTO's Website, as a single document.

*Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing. The Complaint policy has provided an adequate information on this and ASQA can be contacted if the resolution is not achieved or satisfactory.*

## For Office Use

RTO Manager is to assign a **Unique Complaint Number** starting with pre-fix, 'C'. For example, if it is a second complaint of year 2016, then C-2-2016 can be assigned so that they can be mentioned in Corrective Action Template and discussed in regular RTO meeting as part of the RTO's continuous improvement.

Date Received by Staff	
UNIQUE APPEAL NUMBER	
Staff name	
Staff Signature	