



Complaints and Appeals Form

The following is a cover sheet to support your complaint/ appeal. It is to outline your complaint / appeal and you are to attach any supporting documentation.

Please indicate what your grievance is (tick the appropriate box below):

- Complaint** - Initial notification of your dissatisfaction or an issue that has occurred
- Appeal** - Application to have the outcome of a complaint reviewed due to dissatisfaction with the process that has been followed in dealing with the initial complaint or to have an assessment decision reviewed.

Date of submission:					
Name of Complainant:					
Describe the nature of the Complaint / Appeal:					
<hr/> <hr/> <hr/> <hr/>					
Describe the specific incident that caused concern/distress. Please describe exactly what occurred, when it occurred, and who was involved (If there is not enough space to fully record your complaint/ appeal here then please use the reserve of this paper to add further details).					
<hr/> <hr/> <hr/> <hr/>					
<i>(Please provide more information on separate pages if required.)</i>					
What action have you taken to try and resolve this complaint / appeal?					
<hr/> <hr/> <hr/> <hr/>					
Do you have a suggested remedy to the problem?					
<hr/> <hr/> <hr/> <hr/>					
I hereby declare that the information provided on this form is true and correct.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Signature:</td> <td style="height: 30px;"></td> </tr> <tr> <td style="padding: 5px;">Date:</td> <td style="height: 30px;"></td> </tr> </table>	Signature:		Date:	
Signature:					
Date:					

Document Name	Complaints and Appeals Form	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO ID: 45992		Page Sequence:	Page 1 of 2



Yarra College
Australia

RTO Section:

RTO Personnel who received this document in the first instance:	Title:	
	Name:	
	Signature:	
	Date:	
RTO Manager to complete:	Date received:	
	Name:	
	Signature:	
Notes and comments regarding how the complaint has been dealt with and outcome of complaint:		

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