



Full Name of Learner:	
Is this a Complaint or Appeal?	Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
Phone Number:	
Email Address:	

<p><b>Complaints and Appeals Process</b></p> <ul style="list-style-type: none"><li>• A learner may lodge an appeal within six (6) weeks of receiving their assessment result or feedback on an assessment.</li><li>• Complaints and appeals will be acknowledged within ten (10) business days.</li><li>• Assured Learning Australia will aim to resolve and respond to the complaint or appeal within thirty (30) calendar days.</li><li>• If Assured Learning Australia requires more than sixty (60) calendar days to process and finalise the complaint or appeal:<ul style="list-style-type: none"><li>○ The complainant or appellant will be informed in writing, including reasons for the delay.</li><li>○ Regular updates will be provided on the progress of the matter.</li></ul></li></ul>
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<b>Details of Complaint or Appeal</b>
<p><i>Provide details of the complaint or appeal (i.e., date of the incident, place, people involved, witnesses, background information, etc). Use additional pages if required.</i></p>

<b>Expected Outcome:</b>
<p><i>What outcome(s) are you seeking from this complaint/appeal?</i></p>

By signing this form, I certify that the information provided is true and correct.

Learner Signature:	
Date:	



**The RTO manager is to complete this page.**

Complaint/Appeal Register Reference Number	
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Action(s) to be taken by the RTO to resolve the Complaint or Appeal:

Was the Complaint or Appeal resolved?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	<i>If no, detail reasons below</i>

How was the Learner advised of the outcome?	
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*When the Complaint or Appeal has been resolved, or no further action is needed or can be taken, this Complaint or Appeal should be signed by the learner to indicate that they have been advised of the outcome(s), and by the RTO Manager to state that the learner has been informed.*

*Signing this form does not mean that you agree with the decision.*

Learner Signature:	
Date:	
RTO Manager Signature:	
Date:	