

Complaints and Appeals Form

EXELTrain Pty Ltd RTO No. 40604 believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint formally as well as in writing. We will manage all complaints fairly, equitably and efficiently as possible. We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals. The use of this form outlined below will constitute evidence of a commitment to comply with the relevant aspects of our training courses. This form should be completed to record and monitor any complaints/appeals received.

Name:			
Address:			
Contact Number:			
Email:			
Type: (Tick one only)	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal	
Explain the reason/issue: (please specify the course date if applicable) * If required please attach additional pages			
Date :		Signature:	

Complaints and Appeals Form

For Office use only

Action to be taken:				
Outcome of complaint/Appeal	<input type="checkbox"/> Resolved	<input type="checkbox"/> Not Resolved	<input type="checkbox"/> Pending	<input type="checkbox"/> Need to take further action
Date Complaint/Appeal Closed	Actioned by Name:			
	Signature:			