

COMPLAINTS/APPEALS FORM

Any time a tutor or member of staff receives a verbal complaint, the student should be directed to complete this form if the complaint cannot be resolved immediately. If the person making the complaint requires help to complete this form, seek the assistance of an impartial person. The aim is to resolve complaints as quickly as possible and in accordance with RCC's Complaints Handling Policy.

Learner Name:

Date:

Tick the reason for which the form is being used:

Complaint

Appeal

Section 1

Provide full details of complaint/appeal (ie - date, time, place, people involved, background information, etc)

Section 2

What outcome/s are you seeking from this complaint/appeal?

To be signed by complainant that the information provided is true and accurate

Signed:

Dated:

Section 3

Action/s to be taken to resolve this complaint/appeal:

Who:

When:

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Section 4

Outcome/s from action/s taken:

Was the complaint or appeal resolved?

Yes

No

If No, detail any follow up actions

Actions taken and result have been recorded in the Continuous Improvement Register.

Section 5

Detail date and how the complainant was advised of the outcome/s from this complaint / appeal.

When the complaint or appeal has been resolved, or no further action is needed or can be taken, this complaint or appeal must be signed by the complainant to indicate that they have been advised of the outcome/s and by the VET Coordinator to state that the complainant has been informed.

Complainant

Signed:

Dated:

Senior Manager

Signed:

Dated:

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