

Complaints and Appeals Form



When submitting a formal complaint or appeal, please complete this form as accurately as possible.

A formal complaint or appeal must be submitted in writing to the CEO. This can be submitted:

1. Via Email: admin@trainingahead.com.au Subject Title: Complaints and Appeals Submission
2. Via Post:

Aakira
Att: Chief Executive Officer
99 Cook St
Port Melbourne, VIC, 3207

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| Doc. Title | Complaints and Appeals Form | | | | |
| Doc. No. | TAA-RTO-0010 | Version Date: | 12 Dec 2018 | Version: | 1.1 |
| Doc. Owner | Tom Scash | Doc. Approver | Dannielle Duffy | | |

Complaints and Appeals Form



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| Complaint/Appeal Document No. | Office use only |
| Form Lodgment Date: | |
| Are you lodging a complaint or an appeal to an existing complaint? | <input type="checkbox"/> Complaint <input type="checkbox"/> Appeal – Complaint Document Number: _____ |
| Full Name: | |
| Course title (if applicable): | |
| Trainer/Assessor (if applicable): | |
| Reason for the submission: | |
| Date of occurrence: (the date that the issue arose – can be multiple dates) | |
| Relevant Stakeholders: (list all people involved in the issue) | |
| What outcome are you expecting? (What would you like to see result from this complaint/appeal?) | |
| What improvements can the complainant recommend to avoid the situation in the future? (Help us to improve our services) | |

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