



## Formal Complaints and Appeals Form (RTO)

Ref: ACC-RTO-FRM-023

This form is to be used to lodge a formal complaint or appeal of assessment outcome, process or general appeal. Please refer to the Complaints and Appeals policies and procedures located on our website.

A complaint or request for appeal must be made within 15 working days of the event, circumstance or decision that is the subject of the complaint or request for appeal.

**Instructions:** Please complete as many fields as possible. We will provide written acknowledgement of receipt of your form has been received within two (2) calendar days of receiving it. If you have questions about this form or you require assistance to complete it, please contact us on: 07 5445 7998 or [bookings@accell.com.au](mailto:bookings@accell.com.au)

### Definitions

#### What is a complaint?

A complaint is an expression of dissatisfaction with a specific action or service of Accell or an allegation involving the conduct of:

- Accell, its trainers, assessors or other staff;
- a third party providing services on behalf of Accell, its trainers, assessors or other staff; or
- a student of Accell

#### What is an appeal?

An appeal is a request for a review of decisions made by Accell (or a third party providing services on the RTO's behalf), including decisions about assessment.

Please tick the appropriate option:

Complaint	<input type="checkbox"/>
Appeal	<input type="checkbox"/>

### Personal Details

<b>Name:</b>		
<b>Address:</b>		<b>Postcode</b>
<b>Mobile:</b>		
<b>Email Address:</b>		

### Complaint and Appeal Details

<b>Date</b> of event, circumstance or decision that is the subject of the complaint or request for appeal:	
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(Details of Complaint / Appeal:

What outcome are you seeking? Do you have a suggested remedy for the complaint or appeal?

**Declaration:** I declare that the information provided in this form is, to the best of my knowledge, true and correct. I acknowledge that Accell may use the information by me to investigate the complaint or appeal. I understand that this information may also be used for the continuous. Please phone (07) 5445 7998 if you wish to discuss this further.

\_\_\_\_\_  
Complainant's Signature

\_\_\_\_\_  
Date



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**Office Use only**

**Complaints / Appeals Response**

<b>Name of Recipient</b>	
<b>Date Received</b>	
<b>Sent received email within 2 business days?</b>	YES / NO (circle one)
<b>Resolution and advice due by (add 30 calendar days):</b>	YES / NO (circle one)
<b>Recorded into Register?</b>	YES / NO (circle one)
<b>Action Taken</b>	
Date:	Details:
Date:	Details:
If more than 30 days are required please provide reasons:	
Date:	Details:
Contacted complainant?	Date:
Outcome Reached – Details of outcome and actions:	
Date:	Details:
Complaint / Appeal Resolved:	YES / NO (circle one)
Complainant notified?	YES / NO (circle one)
Management Signature:	Date: