

## COMPLAINTS AND APPEAL FORM (Part B)

### APPLICANT INFORMATION

Surname Name:	Student Number:
Given Name(s):	
Enrolled Course:	
Refer to Part A for full details of student.	

### Investigation and outcome

Investigators Name:	Date of Investigation:
Is a panel required for the appeal? Yes/No	
Panel members are; List	

Details of Investigation:
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Resolution
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Closure of Student's Complaint/Appeal and Mutually Satisfactory Outcome.

This section to be signed by both the student and the Civil Train representative when a mutually satisfactory resolution has been achieved.

I (student), _____	
and	
(Civil Train staff representative _____)	
Declare, that the resolution described has worked to our mutual satisfaction and agree to close this complaint.	
_____ Student Signature	_____ Date
_____ Staff Name and Signature	_____ Date

OFFICE USE ONLY	
This form relates to Policy CTPOL06 Complaints & Appeals	
Date Complaint and Appeal form received:	
Date Acknowledgement letter sent to student __/__/__ (must be within 5 working days)	
Complaint investigation sheet completed <input type="checkbox"/>	
RTO Supervisor/Nominated Officer  Signature:	Date: __/__/__
APPLICATION OUTCOME	
General Manager/Nominated Officer  Signature:	Date: __/__/__
Notice of decision sent to student (max 10 working days)	Name:  Date: __/__/__