



## Complaints and Appeals Form

<b>Document Name</b>	RTO 6-6.1 to 6.6 Complaints and Appeals Form
<b>Institution Name</b>	The Management School Sydney (also known as the “RTO” or “college”)
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<b>Approval Authority</b>	Principal Executive Officer
<b>Related Documents</b>	RTO1-1.3 Trainer, Assessor and Support Services Policy and Procedure  Staff Handbook  Student Handbook  Training and Assessment Strategies
<b>Administrator</b>	RTO Manager
<b>Compliance and Monitoring</b>	RTO Manager  Student Services
<b>Author</b>	RTO Manager
<b>Responsibility</b>	The RTO Manager will ensure that all staff are aware of the application, scope and use of this document and that the document is reviewed annually or if there are any updates to the Standards requiring a new version. All staff will share the responsibility for the consistent use of this document pursuant to the RTO’s policies and procedures.
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<b>Related Standards</b>	Standards Clause 1.7
<b>Definitions</b>	<b>Standards:</b> Standards for Registered Training Organisations (RTOs) 2015



<b>Contact Person for this Policy and Procedure</b>	RTO Manager  (02) 9119 3862
<b>Publication Availability</b>	This document is published in hard copy (available from RTO Manager), in soft copy (available from Student Services and RTO Manager) and on the college web site.

### Complaints & Appeals Form

Complaint: an action taken by a participant or rectification of an issue in response to their dissatisfaction/ disapproval with any aspect of the operation of the college. The issue, of which a participant may lodge a complaint, include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc. Appeal is an action by a participant to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

Student's name:			
Address:			
Contact Number:		Date of incident:	
Email address:			
Qualification or Unit of competency:			
I wish to lodge a:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal		
Please describe the details of the complaint or appeal (you may attach supporting documentation if required)			
Have you taken any steps to resolve this issue? If yes please provide details			
What outcome would you like to see from raising this complaint / appeal?			



Participant's signature:		Date:	
<b>Resolution or Outcome</b>			
<input type="checkbox"/>	Refund/ Credit Note	<input type="checkbox"/>	Meeting with RTO Manager
<input type="checkbox"/>	Appeal passed (assessment re-marked)	<input type="checkbox"/>	Other, please specify
<b>Appropriate Action Applied</b>			
<input type="checkbox"/>	Participant informed of outcome (letter attached)	Initial:	Date:
<input type="checkbox"/>	Other, please specify	Initial:	Date:
<input type="checkbox"/>	Raised at RTO Meeting (Mgt Meeting)	Initial:	Date:
Signed:			Date: