

## Complaints and Appeals Form

This form is used:

- To notify CEAV Institute of a student **complaint** or **appeal**
- In line with the Complaints & Appeals Policy & Procedure.

### Section 1 – Student Details

Name:	
Address:	
Mobile Number:	
Home Number:	
Email:	
Course:	
Trainer:	
Name of Advocate (if applicable)	

### Section 2 – Completed by Complainant

Type of Submission:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal
Date Submitted:	
Give a detailed and specific explanation of your Complaint/ Appeal:	

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Are you attaching supporting evidence?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
List which documents you are providing as evidence:			
Complainant Signature:		Date:	

\*On receipt, this form is to be signed and copied by a CEAV Institute staff member. Original to be given to the RTO Manager, Head of Teaching & Learning and other delegates, copy to be given to complainant for their Advocate.

### Section 3: Receipt & Acknowledgement (Office Use Only)

Date Received:			
Received by:			
Acknowledgement sent to complainant:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:

### Section 4: Review & Action (Office Use Only)

RTO Manager, Head of Teaching & Learning Name:	
Action taken:	

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Outcome:			
Signature of RTO Manager:		Date:	

### Office Use Only

Complainant advised of outcome in writing:	<input type="checkbox"/> Yes <input type="checkbox"/> No (Attach copy)	Date:	
Staff member advised of outcome in writing:	<input type="checkbox"/> Yes <input type="checkbox"/> No (Attach copy)	Date:	
Student's File Updated:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	
Update the Complaints & Appeals Register:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:	