



This **F-116.1 Complaint Form** is for use by an individual who wishes to make a formal complaint.

Please read our **P-006.1 Complaints and Appeals Policy and Procedure** for more information.

**Information to the Complainant**

- Before you lodge a formal complaint, it is recommended that you have an initial discussion with the RTO to see if your complaint can be resolved.
- Complaints must be submitted in writing using this form and must be made within **TWENTY-EIGHT (28)** days of the event that the complaint relates to.
- Complaints must be submitted to the Compliance Team by email [complaints@aivd.com.au](mailto:complaints@aivd.com.au)
- You will receive acknowledgement of your lodged complaint within **THREE (3)** working days of Compliance Team receiving your complaint.
- You may be asked to provide further information to support your complaint as it is investigated.
- In most cases, your complaint will be finalised within **TWENTY (20)** calendar days of the acknowledgement of your complaint. In cases where the investigation into your complaint takes more than **SIXTY (60)** calendar days, you will be informed in writing explaining the delay in providing an outcome.
- A formal, written response will be provided for all complaints.

Complaint Details	
<b>Date:</b>	
<b>Name of Complainant:</b>	
<b>What is your relationship to the RTO?</b>	<input type="checkbox"/> Student <input type="checkbox"/> Trainer and Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Stakeholder (other) _____
<b>Who/What is the complaint in relation to?</b>	<input type="checkbox"/> Student <input type="checkbox"/> Trainer and Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Enrolment Process <input type="checkbox"/> Training and Assessment Services <input type="checkbox"/> Fees and Charges <input type="checkbox"/> Student Safety and Wellbeing <input type="checkbox"/> Student Support <input type="checkbox"/> Other (please list): _____
<b>Reason for Complaint:</b>	



**Complaint Details (cont.)**

**Please provide all details that have led to you making this complaint, including all steps you have taken so far to resolve the issue.**

**You can also attach further documentation in support of your complaint.**

**What do you want to occur as a result of your complaint?**

**What overall outcome would resolve your complaint?**



**RTO Use Only**

All notes regarding this complaint must be recorded against the Complaints and Appeals Register

**Received by**

Name	Position	Date	Signature

**Referred To**

Name	Position	Date	Signature

**Complaint Record**

Date complaint record entered into Complaints and Appeals Register:

**Conclusion:**

Was the complaint resolved?  Yes  No

If so, what was the result of the complaint?

Continuous improvement suggestions arising from this complaint: