



COMPLAINTS AND APPEALS FORM

Instructions:

A complaint or appeal request needs to be submitted within 15 business days from the occurrence, situation, or decision being contested.

Fill in all sections clearly and carefully.

Requested information on this form is necessary to investigate your complaint or request for appeal.

When complete, print and sign this form and submit it:

By email to: feedback@pret.edu.au

In person to: PRET Australia, 37 Wembley Road, Logan Central QLD 4114

We will issue a written acknowledgment within five (5) business days upon receiving your form.

If you have questions about this form or require assistance, please contact us on: 07 3878 8513 or feedback@pret.edu.au

Definitions

What is a complaint?

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

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

What is an appeal?

An appeal is where a student, staff member, stakeholder of PRET Australia or another interested party disputes a decision arising from a complaint, an assessment decision, or another decision made by the RTO.

What would you like to do?

Make a complaint Request an appeal

Please enter your details

Mr Mrs Ms Miss

Surname

First name

Home phone

Mobile

Email

Details of complaint or appeal

Date of the occurrence, situation or decision that is the subject of the complaint or request for appeal:

Complaints and appeals form

Please describe the details of the complaint or appeal (please 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?

Declaration

I declare that the information provided in this form is, to the best of my knowledge, true and correct. I acknowledge that PRET Australia may use the information by me to investigate the complaint. I understand that this information may also be used for the continuous improvement of the RTO's operations.

Name

Signature

Date

Complaints and appeals form

Office use only

Form checked for completeness Date Initials

Acknowledged in writing (within five business days of receipt) Date Initials

Resolution and advice due by (add 30 calendar days) -> Date

Details of investigation - include details of dates, party/ies, discussions and documentation reviewed: Date Initials

More than 60 days required - provide reasons: Date Initials

Complainant/appellant advised of delay and reasons Date Initials

Progress update provided to complainant/appellant Date Initials

Progress update provided to complainant/appellant Date Initials

Progress update provided to complainant/appellant Date Initials

Progress update provided to complainant/appellant Date Initials

Outcome reached - details of outcome and any action required: Date Initials

Outcome:

Complaints and appeals policy and procedure

Office use only

Reasons for outcome:

Required action:

Continuous improvement register updated with future opportunities to be considered raised in the investigation of this complaint/appeal (if applicable)

Date

Initials