



Definitions

Complaint: an action taken by a participant/trainee or rectification of an issue in response to their dissatisfaction/disapproval with any aspect of the operation of FIT College Pty Ltd, other than the result of an assessment. The issues, of which a participant/trainee may lodge a complaint/grievance include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc.

Appeal: an action by a participant/trainee to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

Participant details			
Name		Student ID No	
Address			
Contact No		Date of incident	
Qualification or Unit of Competency			

Nature of complaint or appeal	
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?

Empty text box for describing the desired outcome.

Participant Signature		Date	
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Submit completed form to info@fitcollege.edu.au or post to 8/102 Wisers Road, Maroochydore Qld 4558. Australia.

Office Use Only		Date Received: _____	
Wanted resolution or outcome			
<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

Details of action Taken:

Appropriate Action Applied			
<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	