

Complaints and Appeals – Pro Forma

1	Registration	This Complaint/Appeal is registered under:		C/A:												
2	Overview	<p>This Complaints and Appeal Pro-Forma can be used to make a formal Complaint about:</p> <p>An Airflite Aviation Pty Ltd Registered Training Organisation (AFC RTO) Training Program or related student service, including equipment and resources.</p> <p>The conduct of another student(s), staff member(s), or person(s) external to the AFC RTO (third party) with whom students interact in relation to their involvement with the AFC RTO e.g disruptive behaviour, property theft or damage, bullying or discrimination.</p> <p>An AFC RTO policy, procedure or administrative process, including an unresolved appeal against assessment.</p> <p>A workplace health and safety issue</p> <p>Or</p> <p>Appeal a formal complaint outcome or Assessment outcome.</p>														
3	Personal Details	<table border="1" style="width: 100%;"> <tr> <td style="background-color: purple; color: white;">Surname</td> <td></td> <td style="background-color: purple; color: white;">Given Name(s)</td> <td></td> </tr> <tr> <td style="background-color: purple; color: white;">Date of Birth</td> <td colspan="3"></td> </tr> </table>			Surname		Given Name(s)		Date of Birth							
Surname		Given Name(s)														
Date of Birth																
4	Contact Details	<table border="1" style="width: 100%;"> <tr> <td style="background-color: purple; color: white;">Phone</td> <td>Business</td> <td>After Hours</td> <td>Mobile</td> </tr> <tr> <td style="background-color: purple; color: white;">Email</td> <td colspan="3" style="text-align: center;">@</td> </tr> </table>			Phone	Business	After Hours	Mobile	Email	@						
Phone	Business	After Hours	Mobile													
Email	@															
5	Address	<table border="1" style="width: 100%;"> <tr> <td style="background-color: purple; color: white;">Residence Number</td> <td style="background-color: purple; color: white;">Street Name</td> <td colspan="2"></td> </tr> <tr> <td style="background-color: purple; color: white;">Suburb or Town</td> <td colspan="3"></td> </tr> <tr> <td style="background-color: purple; color: white;">State/Territory</td> <td></td> <td style="background-color: purple; color: white;">Postcode</td> <td></td> </tr> </table>			Residence Number	Street Name			Suburb or Town				State/Territory		Postcode	
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Suburb or Town																
State/Territory		Postcode														
6	Process Support	Please note that you are entitled to have a support person (a nominee of your choice) included to accompany and support you as at any stage in the internal complaint or appeal process. Please indicate if you wish to have a support person present?		<input type="checkbox"/> Yes <input type="checkbox"/> No												

7 Formal Complaint Details

Please provide details of your complaint; include any background information including specific dates, names and other details that will help our investigation.

Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.

Yes

No

Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? Provide reasons outlining why the escalation to a formal process. If you have not attempted to resolve the matter informally, please explain why.

Yes

No

What effect has the event/action had on you? And what outcome would you like?

If the complaint relates to another party i.e. outside AFC RTO, please provide details that party's e.g. full name and position.

8 Formal Appeal Details

Why do you not agree with the resolution of the complaint or the assessment outcome?

Do you have any evidence to support your appeal? Please attach copies of relevant documents. Yes No

What outcome would you like?

9 Declaration

Please read the statements below and check the boxes in acknowledgement.

- I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.
- I have read the AFC RTO Complaints and Appeals Policy and the Complaints and Appeals Procedure and understand the process, potential consequences and outcomes of lodging this complaint/appeal.
- I confirm that all information I have provided in this form is true and correct to the best of my knowledge.

Signature:		Date:	
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10 Training Manager

I acknowledge receipt of this complaint/appeal and understand the content/nature of the complaint/appeal.

Signature		Date	
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Privacy Statement

Airflite Aviation Pty Ltd is subject to the Privacy Act 1988. Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in a complaints register administered by the Training Manager. You have the right to request access to your personal information. For further information please refer to the Student Complaint and Appeal Policy or Procedure, or ask your trainer or the Training Manager.

Administration Use Only

Outcome of Complaint / Appeal

Describe the outcome of the Complaint / Appeal.

Actions Taken

Describe any actions / amendments taken.

Completion

Feedback on review outcome given to Complainant/Appellant:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:	
Details of this Complaint/Appeal recorded in the Complaints/Appeal register?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:	
Training Manager Signature:			Date:	