

COMPLAINTS FORM

This form is to be used to lodge a formal complaint in relation to the conduct of:

- a) the RTO, its trainers, assessors or other staff;
- b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- c) a learner of the RTO.

Please ensure you read the Complaint and Appeals Policy prior to completing this form. You can lodge this form via email to info@seedskills.edu.au. If you wish to remain anonymous, this form can also be posted to Seed Skills, GPO Box 277 Brisbane QLD 4000

PART A – TO BE COMPLETED BY THE PARTICIPANT

PERSONAL DETAILS

I wish to remain anonymous

Full Name

Contact Number

Email Address

Program Code/Title:

(Currently enrolled in)

COMPLAINT DETAILS

Date of Occurrence

Reason for your submission / complaint: (Please attach additional pages if needed)

This document is to be used under the direction of Seed Skills Pty Ltd – Not for use by external parties.

Disclaimer: Hard or saved copies of this document are considered uncontrolled. Refer to the Seed Skills Online Learning Platform for the latest version.

Occurrences leading up to this submission: (Outline any steps taken prior to submitting your formal complaint.)

Details of any other parties involved: (Include full name and position)

Outcomes you are seeking from this process:

PARTICIPANT ACKNOWLEDGEMENT

I declare that the information provided by me is true and correct.

I have read and understood the information contained on this form and at the Grievances, Complaint & Appeals Policy and understand the process, potential consequences and outcomes of lodging this complaint.

I understand that formal investigation of my complaint or appeal 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.

Signature

Date

PART B – TO BE COMPLETED BY THE RTO

Person reviewing

When

Actions taken to address complaint:

Outcome / findings:

Participant notified

Yes	Date:	Via:	Email Letter Meeting
-----	-------	------	--------------------------

Authorised Person Signature

Date