

Complaints and Appeals Form

This form is to be completed should you wish to lodge a formal complaint or an appeal against the Training and Quality Management Service (hereafter known as TQMS or the RTO) decision. Prior to lodgment of this form, all students should read the TQMS Complaints and Appeals Policy and Procedures, which is published on the RTO,s website <http://www.tqms.com.au>.

TQMS will aim to finalise an outcome as soon as practicable (normally within 20 working days) and all outcomes and delays will be conveyed to the student in a timely manner.

Please complete ALL sections of this Form and submit it with any supporting evidence/documentation to the Director: tqms1@bigpond.com

SECTION A: STUDENT DETAILS			
Family Name:			
Given Name(s):			
Course:			
Address			Post Code :
Date of Birth:		Email:	
Mobile:		USI Number:	

SECTION B: COMPLAINT CATEGORY			
<input type="checkbox"/>	Operations (enrollment, fees, certificates)	<input type="checkbox"/>	Non academic matter
<input type="checkbox"/>	Assessment outcome	<input type="checkbox"/>	An Appeal against a decision/outcome/etc.
<input type="checkbox"/>	Staff or Student behaviors	<input type="checkbox"/>	Teaching and Learning
<input type="checkbox"/>	Student Support	<input type="checkbox"/>	Incorrect or misleading marketing information

SECTION C: COMPLAINT OR APPEAL DETAILS
The name of people, staff or organisations you have approached in relation to your Complaint/Appeal. List date(s) and contact details
Insert your responses here
Details of your complaint or appeal <i>Set out the details of your complaint or appeal, including background information, dates, times, names, location etc. Try to keep to listing the facts in the order that they happened.</i>
Insert your responses here
What steps have you already taken? <i>List any steps you have already taken, including any communication that has taken place. Please explain why you</i>

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<i>have not tried to resolve the matter informally, if applicable.</i>
Insert your responses here
What evidence do you have to support your complaint? <i>List and attach any evidence you have to support your complaint and attach relevant correspondence, emails or documents. Supporting evidence should be forwarded by email with this completed form.</i>
Insert your responses here
Briefly state what outcome you are seeking <i>Please note that the results of our investigations will align with TQMS policies and procedures and statutory obligations. The outcome you are seeking cannot be guaranteed.</i>
Insert your responses here
In your opinion, what do you believe would be a suitable solution for this Complaint/Appeal?
Insert your responses here

SECTION D: PRIVACY NOTICE AND STUDENT DECLARATION

Privacy Notice
In providing my personal information to TQMS, I understand that other than as authorised by law, The RTO will only use this information for the purposes for which it is being collected in accordance with TQMS functions and activities associated with my enrolment. I also understand that all information will be collected, stored, accessed and disseminated or destroyed in accordance with privacy, records management and other relevant laws, and TQMS policies. In some instances, the RTO may need to disclose information to any Government department which administers or has authority regarding education and the law and any other Government agencies (State, Territory or Federal) .

Student Declaration
I hereby declare:

- I have read the information about making a complaint at <http://www.tqms.com.au>.
- I consent to my complaint being forwarded to any area that may be necessary for the management of my complaint.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints found to be intentionally misleading or made for the purpose of causing harm may result in misconduct proceedings.
- Where my complaint is about somebody else's behaviour, the details of your complaint (including your identity) may be shared with the person you are complaining about, as well as any potential witnesses. This is so that they have the opportunity to respond and present their account.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.
- I have read and agree to abide by the relevant TQMS policies and procedures.

Your signature below constitutes that the information provided to the best of your knowledge is true and correct, that you consent to the collection, use and disclosure of your personal information in accordance with the Privacy Notice above, and that you understand the items listed in the student declaration.

Applicant Declaration (please tick v) each statement to confirm your declaration.

I confirm that I have identified the Complaint/Appeal according to the best of my knowledge and attached any supporting documentation that I have relevant to this matter.

I confirm that I have read TQMS Complaints and Appeals Policy and Procedure

I declare that the information provided by me is true and complete and I acknowledge that the provisions of incorrect information or the withholding of relevant information relating to my application may delay the processing of my

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application.

I understand that where a timeframe is given to lodge an appeal, I am submitting this within the given period.

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

Student's Name:			
Students Signature:		Date:	

- Attach separate page if more space is required and any documentation as evidence
- Submit this completed form with any supporting documents to tqms1@bigpond.com

Office Use Only

OFFICE USE ONLY			
Date Complaint/Appeal Form Received	Date:		Staff Initials:
Date Acknowledgement Letter sent to Applicant (must be within 5 working days of the receipt of the Complaint/Appeal)	Date:		Staff Initials:
TQMS Nominated Nominee			
Name			
Position:			

Application Outcome

APPLICATION OUTCOME	
Brief description of the outcome	
Notice of decision including a detailed assessment and further entitlement sent to the Applicant (must be within 10 working days of decision)	<input type="checkbox"/> Upheld <input type="checkbox"/> Declined
TQMS Nominated Nominee: (sign off)	

ADMINISTRATION			
<input type="checkbox"/> Complaints /Appeals Register Updated	Date:		Staff Initials:
<input type="checkbox"/> Student file updated in VETtrak	Date:		Staff Initials:

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