

Complaints & Appeals Form

This form is available to any student who wishes to formally submit a complaint against the RTO, the services it provides, or is requesting an appeal of an assessment decision. For further information, refer to the RTO Complaints & Appeals Policy & Procedure (Doc 1475).

☐ Complaint ☐ Appeal

Personal Details			
Full Name:		Title:	
Contact Phone Number:			
Email Address			
Course/Program Title			
Trainer/Assessor			

Details of your Complaint or Appeal	
Date of Occurrence:	
Reason for your submission/concern:	

Occurrences leading up to this submission: (Outline any steps taken prior to submitting your formal complaint or appeal.)	
Details of any other parties involved: (Include full name and positions).	

Outcomes you are seeking from this process:	
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Email this form to RTOCompliance@kamsc.org.au, mark 'Confidential' in the subject line.

Signature:

Date:

OFFICE USE ONLY: Follow process. See policy (Doc 1475). Indicate outcome of process and action taken Record KAMS reference number _____	
RTO Senior Manager: Date:	Signature: