

This **F-116.3 Complaint Form** is for use by an individual who wishes to make a formal complaint.

Please read our **P-006.3 Complaints and Appeals Policy and Procedure** for more information.

Information to the Complainant

- Before you lodge a formal complaint, it is recommended that you have an initial discussion with the RTO to see if your complaint can be resolved.
- Complaints must be submitted in writing using this form and must be made within **TWENTY-EIGHT (28)** days of the event that the complaint relates to.
- Complaints must be submitted to the Compliance Team by email complaints@niot.com.au
- You will receive acknowledgement of your lodged complaint within **THREE (3)** working days of Compliance Team receiving your complaint.
- You may be asked to provide further information to support your complaint as it is investigated.
- In most cases, your complaint will be finalised within **TWENTY (20)** calendar days of the acknowledgement of your complaint. In cases where the investigation into your complaint takes more than **SIXTY (60)** calendar days, you will be informed in writing explaining the delay in providing an outcome.
- A formal, written response will be provided for all complaints.

| Complaint Details | |
|--|--|
| Date: | |
| Name of Complainant: | |
| What is your relationship to the RTO? | <input type="checkbox"/> Student <input type="checkbox"/> Trainer and Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Stakeholder (other) _____ |
| Who/What is the complaint in relation to? | <input type="checkbox"/> Student <input type="checkbox"/> Trainer and Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Enrolment Process <input type="checkbox"/> Training and Assessment Services <input type="checkbox"/> Fees and Charges <input type="checkbox"/> Student Safety and Wellbeing <input type="checkbox"/> Student Support <input type="checkbox"/> Other (please list): _____ |
| Reason for Complaint: | |

Complaint Details (cont.)

Please provide all details that have led to you making this complaint, including all steps you have taken so far to resolve the issue.

You can also attach further documentation in support of your complaint.

What do you want to occur as a result of your complaint?

What overall outcome would resolve your complaint?

| RTO Use Only | | | |
|---|----------|------|-----------|
| All notes regarding this complaint must be recorded against the Complaints and Appeals Register | | | |
| Received by | | | |
| Name | Position | Date | Signature |
| | | | |
| Referred To | | | |
| Name | Position | Date | Signature |
| | | | |
| Complaint Record | | | |
| Date complaint record entered into Complaints and Appeals Register: | | | |
| Conclusion: | | | |
| Was the complaint resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| If so, what was the result of the complaint? | | | |
| | | | |
| Continuous improvement suggestions arising from this complaint: | | | |
| | | | |