

These processes are aligned with the Standards for RTOs (2025) and support our commitment to procedural fairness, continuous improvement, and student support.

Complaint/appeal	<input type="checkbox"/> I am making a complaint about:		<input type="checkbox"/> A trainer/assessor	<input type="checkbox"/> Bullying, harassment, equal opportunity
	<input type="checkbox"/> Assessment		<input type="checkbox"/> Privacy	<input type="checkbox"/> An aspect of HRD's service
	<input type="checkbox"/> Another student		<input type="checkbox"/> Assessment	<input type="checkbox"/> A decision about a general matter
Your details	Name			
	Address			
	Phone no			
	Email address			
Detail/statement	Please provide details of your complaint, grievance or request for appeal.			
(If space is insufficient, attach a separate sheet.)				

Desired outcome	What action would you like us to take to resolve the complaint or grievance? (If space is insufficient, attach a separate sheet.)
Date	
Your signature	

Office use only		
C/A No:	Date received	Received by
Completed form is filed in job folder/trainee evidence folder/HR file		
Decision/recommendations Attach copies of relevant correspondence	Complainant/appellant notified of outcome?	<input type="checkbox"/> Yes <input type="checkbox"/> No Date
HRD review officer signature		Date