

Complaint, grievance and appeal form

At HRD Integrated Services, we are committed to delivering high quality training and support services. We value feedback as a driver of continuous improvement and provide fair, transparent, and accessible processes for managing complaints, grievances, and appeals.

If you have a concern, we encourage informal resolution through open discussion with the relevant party. Should informal resolution not be appropriate or unsuccessful, you may formally lodge a complaint, grievance, or appeal using the designated form.

All formal submissions must be made within 30 days of the relevant event or decision, HRD will acknowledge your submission within 5 business days and aim to provide a written outcome within 20 business days. Where necessary, escalation to an independent party will be offered.

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

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Complaint/appeal	I am making a		A trainer/assessor		Bullying, harassment, equal opportunity				
	complaint about:		Assessment		Privacy				
			Another student		An aspect of HRD's service				
	I am appealing an		Assessment		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 insufficie	nt, attach a separate sh	eet.)						
Date									
Your signature									
Office use only		D 1							
C/A No:		Date received		Received by					
Completed form is filed in		vidence folder/HR f							
Decision/recommendation Attach copies of relevant con	Compl of outo		inant/appellant notified ome?	☐ Yes ☐ No Date					
					Date				
HRD review officer signature				Date					
Signature									