

# RTO - Complaints Form

**Instructions:**

1. Please refer to the *RCC Complaints Policy and Procedures* available on the website.
2. To lodge a complaint this form is to be completed. A copy of this form is available on the website or from RCC Reception.
3. Completed forms may be submitted in person to RCC Reception or by email or post to RCC Operations Manager.
4. In completing the form clearly state the nature of the complaint and if appropriate, indicate any evidence you may have to support the complaint. Ensure any evidence is included with the completed complaint form lodging the complaint.
5. The complaint will be investigated by the Operations Manager or a delegated independent person.
6. All complaints will be treated seriously, and you will be notified of the outcome of the complaint.

Note: If you are under 18 years of age when making this complaint your parent, guardian or carer will be notified.

Person making the complaint (please tick)

- Student
- Employee
- Client
- Other (Specify) .....

**Complainant Details**

|              |  |
|--------------|--|
| <b>Name</b>  |  |
| <b>Phone</b> |  |
| <b>Email</b> |  |

**Complaint Details**

|   |  |
|---|--|
| <p><b>Details of your complaint</b></p> <ul style="list-style-type: none"> <li>• <i>Background information, dates, times, names, location.</i></li> <li>• <i>List the facts in order in which they occurred.</i></li> </ul>   |  |
| <p><b>What steps have you already taken?</b></p> <ul style="list-style-type: none"> <li>• <i>List any steps you have already taken, including any communication to resolve the matter.</i></li> <li>• <i>If you have not tried to resolve the matter informally and why.</i></li> </ul> |  |
| <p><b>What evidence do you have to support your complaint?</b></p> <ul style="list-style-type: none"> <li>• <i>List and attach any evidence you have to support your complaint e.g. correspondence, emails or other documents.</i></li> </ul>   |  |
| <p><b>What outcome you are seeking?</b></p>   |  |

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| Complainant Declaration  |                       |      |           |
|--|-----------------------|------|-----------|
| <p>I hereby lodge this form declaring that:</p> <ul style="list-style-type: none"> <li>I give consent for my complaint to be subject to further investigation and management by RCC Operations Manager or delegated independent person as set out in the <i>Complaints Policy and Procedures</i>.</li> <li>the information provided is true and correct. I also consent to the collection, use, and disclosure of my personal information in accordance with the <i>RCC Privacy Policy</i>.</li> </ul> |                       |      |           |
| <b>Name</b>  |                       |      |           |
| <b>Signature</b>   |                       |      |           |
| <b>Date</b>  |                       |      |           |
| Office Use only  | Yes / No and Comments | Date | Signature |
| Written acknowledged of complaint receipt within two (2) business days   |                       |      |           |
| Resolution within 30 business days (if resolved) and outcome/actions. <ul style="list-style-type: none"> <li>Complainant notified in writing of outcome</li> <li>Respondent notified in writing of outcome..</li> </ul>  |                       |      |           |
| If not resolved in 30 days: <ul style="list-style-type: none"> <li>complainant advised of complainant investigation progress.</li> <li>respondent advised of complaint investigation progress.</li> </ul>  |                       |      |           |
| Details of complaint investigation: <ul style="list-style-type: none"> <li>dates</li> <li>type of meetings/contacts</li> <li>persons interviewed</li> <li>discussions and findings/outcome</li> </ul>  |                       |      |           |
| Complaint outcome: <ul style="list-style-type: none"> <li>complaint justified and action required or</li> <li>complaint not justified and action required</li> </ul>   |                       |      |           |
| <ul style="list-style-type: none"> <li>complainant notified of outcome and right to appeal (if relevant).</li> <li>respondent notified of outcome.</li> </ul>  |                       |      |           |
| Complaints Register updated  |                       |      |           |
| Continuous Improvement Register updated  |                       |      |           |
| <b>Date Complaint Closed</b>   |                       |      |           |