



## Complaints & Appeals Lodgement Form

<b>Your Personal Details</b>			
<b>Full Name</b>			
<b>Address</b>			
		<b>Post Code</b>	
<b>Email</b>			
<b>Phone</b>			
<b>Course Title</b>		<b>Course Date</b>	
<b>Details of your complaint or appeal</b>			
<b>Date of Occurrence</b>			
<b>Reason for your submission/concern</b>			
<b>Occurrences leading up to this submission</b>	<i>Outline any steps taken prior to submitting your formal complaint or appeal.</i>		
<b>Outcomes you are seeking from this process</b>			

Does your complaint involve witnesses? (If so, please provide the name/s and contact details of witnesses who are willing to support your claim in the space provided below)			<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Witness Details</b>			
<b>Witness1 Name</b>		<b>Contact Number</b>	
<b>Email</b>			
<b>Witness2 Name</b>		<b>Contact Number</b>	
<b>Email</b>			
<b>Declaration</b>			
<p><i>I have read and understood the Aerodrome Management Services Pty Ltd Complaints and Appeals Policy. I confirm that the witnesses listed above (where applicable) may be contacted in an attempt to resolve the issue. I acknowledge that I will be given the opportunity to present my case formally at an interview. I agree that Aerodrome Management Services Pty Ltd may conduct independent evaluation checks and that I may be requested to attend a resolution meeting or submit further information upon request.</i></p> <p><i>Should the complaint progress to an external arbitrator, I agree to pay the arbitrator fee.</i></p> <p><i>By signing this form, I confirm that the information provided is true and correct.</i></p>			
<b>Complainant Signature</b>		<b>Date</b>	

Training Department Use Only			
<input type="checkbox"/> Letter of Acknowledgement sent to student (RTO Lead)	Initial		Date
<input type="checkbox"/> Complaint recorded (PowerPro)	Initial		Date
<input type="checkbox"/> Complaint information forwarded to CEO (RTO Lead)	Initial		Date
<input type="checkbox"/> Outcome provided to Complainant (RTO Lead)	Initial		Date
<input type="checkbox"/> Complaint Lodgment record closed (PowerPro)	Initial		Date