**Participant Complaints and Appeals Form**

This form must be completed when a student is appealing an assessment outcome, assessment process or wishes to make a general complaint against Baseline Training Pty LTd.

Please refer to the Complaints & Appeals Policy located on [www.baselinetraining.com](http://www.baselinetraining.com)

**Instructions to the Applicant:**

* Complete this form and submit to the Compliance Manager.
* Clearly state the nature of your complaint and, if appropriate, indicate what evidence you have to support your claim.
* You will be formally notified of the outcome of your complaint as per the Complaints and Appeal policy located on Baseline Trainings’ Website.

**PART A**

**Please check the appropriate box:**

**Assessment Appeal**  **Complaint**

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| --- | --- | --- | --- |
| 1. **Student Details** | | | |
| Full Name: | Click or tap here to enter text. | | |
| Course: | Click or tap here to enter text. | | Date of course:Click or tap to enter a date. |
| Address: | Click or tap here to enter text. | | |
| Mobile | Click or tap here to enter text. | Email:Click or tap here to enter text. | |

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| 1. **Complaint/Appeal** | |
| Please provide an accurate statement of the matter you wish to have resolved and the steps you have taken to try to resolve the matter. You may wish to attach any extra evidence. | |
| Describe your Complaint/Appeal:  Click or tap here to enter text. | |
| What have you done to try to resolve the complaint or appeal?  Click or tap here to enter text. | |
| What outcome are you seeking? Do you have a suggested remedy for the complaint or appeal?  Click or tap here to enter text. | |
| Complainant/Appellant Signature: | Date: Click or tap here to enter text. |

**PART B**

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| 1. **For Office Use Only** | | |
| Received by:  Click or tap here to enter text. | Date:Click or tap to enter a date. | Signature: |
| Complaint/Appeal Referred to: Click or tap here to enter text. | | Date: Click or tap here to enter text. |
| Decision Outcome | Date of the decision: Click or tap to enter a date. | |
| Outcome:  Click or tap here to enter text. | | |
| Letter issued to the Complainant/Appealer with the outcome of the Panel Meeting:  Yes  No | | Date letter was sent:  Click or tap to enter a date. |
| Decision outcome entered on to Continuous Improvement Register:  Yes  No | | |

**Related legislation/policies**

* Policy – Complaints & Assessment Appeals
* RTO Standards