

**DI-FM816**

Complaints & Appeals Form

This form should be used by Delta Institute students or alumni to lodge a formal complaint or appeal.

Please provide as much detail as possible. Email the completed form and attachments to

course@deltainstitute.edu.au, addressed to the RTO General Manager.

SECTION 1 – to be completed by complainant/appellant

Full Name:			
Email Address:			
Postal Address:			
Contact Number:			
Nature of Complaint:	Date of event:		
	Location:		
	Person/s involved:		
	Assessment:		
	Reason for complaint or appeal:		
	Other relevant information:		
Please list and attach any supporting documents in relation to the complaint or appeal:			
Have any steps been taken to resolve this complaint prior to lodgement of this complaint?	<input type="checkbox"/> Yes – please provide details <input type="checkbox"/> No – please provide reasons why		
What outcome are you seeking?			
Date of submission:		Signature:	

**DI-FM816****Complaints & Appeals Form****SECTION 2 – to be completed by RTO General Manager**

Form Number:			
Student Number:			
Added to C&A Register?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Forwarded to CEO?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Has review process closed out?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
If yes, close out on C&A Register?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Added to CI Register where required?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Comments:			
Date:		Signature:	