

A complaint or request for appeal must be made within 15 working days of the event, circumstance or decision that is the subject of the complaint or request for appeal. A complaint is an expression of dissatisfaction with a specific action or service of the RTO or an allegation involving the conduct of: the RTO, its trainers, assessors or other staff; a third party providing services on behalf of the RTO, its trainers, assessors or other staff; or a student of the RTO. An appeal is a request for a review of a decision made by the RTO or a third party providing services on the RTO's behalf), including decisions about assessment.

Fill in all sections clearly and carefully by writing in block letters. Information requested on this form is necessary to investigate your complaint or request for appeal. Return completed form by email to training@aushealth.com.au or by post to *Manager – Training and Education, AusHealth Work, AusHealth, 65 Hardy's Road Underdale SA 5032*. AusHealth Work will provide written acknowledgment by email within two (2) calendar days of receiving your form and notification of progress/outcome within 30 calendar days.

Please indicate the type of lodgement:			
<input type="checkbox"/> Complaint		<input type="checkbox"/> Appeal	
Your details:			
Title:			
First name:		Last name:	
Contact number:		Email:	
Email:			
Details of lodgement:			
Date of event, circumstance or decision:			
Please describe the details of the complaint or appeal (you may attach supporting documentation, if required):			

Have you taken any steps to resolve this issue? If yes, please provide details.

--

What outcome would you like to see from raising this complaint/appeal?

--

Declaration

I declare that the information provided in this form is, to the best of my knowledge, true and correct. I acknowledge that AusHealth Work may use the information provided by me to investigate the complaint or appeal. I understand that this information may also be used for the continuous improvement of the RTO's operations.

Signature:

--

Name:

--

Date:

--