

COMPLAINTS & APPEALS FORM



SECTION 1: GENERAL INFORMATION

Complainant Name: _____

Complaint Against:

☐ Trainer/Assessor	☐ Resources
☐ Student	☐ Assessment Tools
☐ RTO Staff Member	☐ Momentum College Pty Ltd
☐ Employer	

Who is Complaining?
(Select one)

☐ Student	☐ RTO Staff Member
☐ Trainer/Assessor	☐ Employer

Date Submitted: ____ / ____ / ____

Form Submitted To: _____

Other Parties Involved: _____

Complaints & Appeals Register No: CAA _____

SECTION 2: COMPLAINT OR APPEAL DETAILS

1. **Type of Complaint/Grievance/Appeal:** (Provide details below)

COMPLAINTS & APPEALS FORM

2. **Assessment Appeals Only:** Have you discussed this matter with your trainer to reach a decision? ☐ Yes ☐ No
3. **Additional Documentation:** Is there additional documentation attached to support your complaint? ☐ Yes ☐ No
4. **Supporting Documents List:** (e.g., emails, reports, etc.)
- | | |
|--|--|
| ☐ Emails or Correspondence | ☐ Previous Communication Logs |
| ☐ Assessment Records | ☐ Complaint Report Forms |
| ☐ Witness Statements | ☐ Appeal Decision Letters |
| ☐ Photos or Videos | ☐ External Reports (e.g., from regulators or third parties) |
| ☐ Medical Certificates | ☐ Other: _____ |
| ☐ Policies or Procedures Referenced | |

SECTION 3: ACKNOWLEDGEMENT AND INITIAL HANDLING

5. **Acknowledgement:** Written acknowledgment provided to the complainant within 5 business days: ☐ Yes ☐ No
6. **Initial Meeting Details:** Meeting held to discuss with all parties involved within 10 business days: ☐ Yes ☐ No
7. **Solution Found and Agreed Upon:** ☐ Yes ☐ No

SECTION 4: FURTHER INVESTIGATION

8. **Referred for Investigation To:** (within 60 calendar days)
- ☐ Referral to RTO Manager or nominated person.
 - ☐ Referred to a third party/panel
 - ☐ Referral to other services (i.e. counselling services or LLN)
 - ☐ Referred to National Training Complaints Hotline
 - ☐ Referral to government body (i.e. police, hospital)
 - ☐ Referral to funding body (i.e. DET, VTG)
9. **Support Services Offered:** ☐ Yes ☐ No
10. **Estimated Timeframe for Resolution:** ____ / ____ / ____
11. **Regular Updates Provided to Complainant:** ☐ Yes ☐ No

COMPLAINTS & APPEALS FORM

SECTION 5: OUTCOME AND COMMUNICATION

12. Outcome of Complaint/Appeal: (Provide details below)

13. Outcome Communicated To:

Full Name:

14. Date of Communication: ____ / ____ / ____

15. Complainant Satisfaction with Outcome:

- ☐ Satisfied with outcome
- ☐ Dissatisfied with outcome – Further action required
- ☐ Matter was dealt with within a reasonable timeframe Yes/No

16. Additional Comments on Satisfaction Level:

COMPLAINTS & APPEALS FORM



SECTION 6: CONTINUOUS IMPROVEMENT

17. Opportunities for Improvement Identified: ☐ Yes ☐ No

18. Improvement Actions Implemented: ☐ Yes ☐ No

19. Discussed at Quality and Compliance Meeting: ☐ Yes ☐ No

20. Date Tabled: ____ / ____ / ____

COMPLAINTS & APPEALS FORM

21. Filed into Complaints & Appeals Register:

☐ Yes ☐ No

SECTION 7: FINAL SIGN-OFF

22. Person Completing the Form:

Signature:

Full Name:

Position:

Date:

___ / ___ / ___

23. Reviewed By:

Signature:

Full Name:

Position:

Date:

___ / ___ / ___

24. Complainant Signed Off:

Signature:

Complainant Name:

Date:

___ / ___ / ___

Notes:

- This form is to be submitted to the COO or CEO for processing.
- All complaints and appeals will be handled in accordance with the RTO's Complaints and Appeals Policy and the requirements of Standards 2.7 and 2.8.

COMPLAINTS & APPEALS FORM

Document Control History

Version	Date	Description	Reviewer
2.1	2025	Released under 2025 Standards – branded and contextualised	COO/CEO
2026.2.2	26 September 2026	Annual review (SRTO 2025) – minor: footer corrected (© 2024, '(2024)'); logo and version table added; content checked against OS 2.7, 2.8 – no gaps	COO (reviewed) / CEO (approved)