

Complaints and Appeals Form

Information for Applicants

- Complaints should only be lodged in writing if you have been unable to resolve your issue or concern informally.
- Appeals should only be lodged to review a decision that has previously been made, and must be made within ten (10) working days of the original decision having been made.
- You will receive acknowledgement of your lodged complaint/appeal within two (2) working days upon Ai Group Training Services having received your complaint/appeal.
- Ai Group Training Services will endeavour to resolve complaints and appeals within a reasonable timeframe - usually twenty (20) working days upon receipt of the written complaint/appeal or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.
- Applicants may be asked to provide additional information to support their complaint/appeal.
- Please complete ALL fields on this form.
- Please submit the completed form to the Senior RTO Compliance Officer (Ai Group Training Services) email: trent.losonn-wilkins@aigroup.com.au

PART A – APPLICANT DETAILS

Personal Details	Title	First Name	Last Name
	E mail _____		
	Phone (home) _____		Mobile phone _____
	Home address No. & Street _____		
	Suburb _____		Postcode _____ State _____
	Postal address No. & Street (if different) _____		
Suburb _____		Postcode _____ State _____	

PART B – COMPLAINT / APPEAL DETAILS

Type: Complaint Appeal Assessment Appeal

Does your complaint involve behaviour by an Ai Group Training services staff member? Yes No

Have you reported your complaint to any other agency? Yes No

If yes, to whom: _____

Have you lodged a complaint about this issue before? Yes No

If yes, when: _____

Complaint / Appeal Summary. Please outline what has occurred that requires you to lodge this complaint / appeal. If necessary, attach an extra page to outline the details. Any supporting documentation should also be provided (copies required only).

Refer to attached email

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PART C – TO BE COMPLETED BY Ai GROUP TRAINING SERVICES

Outcome of Complaint and or Appeal?

PART D - DECLARATION

Applicant Declaration:

By signing this declaration, I (insert name) _____ verify that:

The above information is true and accurate and I have not provided any false or misleading information.

Signature: _____ Date: _____

This section must be completed by Parent/Guardian if applicant is under 18 years of age:

Name: _____

Signature: _____ Date: _____

Office Use Only – Ai Group Training Services Office

Date Complaints & Appeals Form Received?	(dd/mm/yy)	
Person Responsible for Actioning Complaint / Appeal?		
Entered on Complaints & Appeals Register?	(Yes / No)	
Complaints & Appeals Register ID No.		
Priority Assigned?	(Monitor / Low / Medium / High)	
Date Entered:	dd/mm/yy	
Entered By?		