

Complaint and Appeal Form

Purpose

Forme is committed to the highest standards of education and professional services and providing an effective, efficient, timely, fair and confidential process for resolving academic and non-academic grievances (complaints and appeals).

You can use this form at any time to

- Lodge a formal complaint,
- Appeal against a decision by Forme,
- Request a review of a decision (refund or VET FEE-HELP re-credit) or
- Appeal an assessment decision.

Please ensure you have accessed our full procedure which is available on our website, or you can request a copy to be provided to you.

If you do have an issue or are unsatisfied with any of our decisions, we would appreciate the opportunity to resolve this with you, and encourage you to initially discuss the issue directly with the person concerned, your trainer or the Operations Manager.

If you would prefer to lodge your formal complaint or appeal in person or need any help in completing this form, a staff member will discuss with you and record the details of the complaint or appeal with/for you.

Section 1 Contact Details

Learner Name:

Date:

Email:

Telephone:

How would prefer us to contact you to follow-up?

Email Phone

Is this a:

Complaint? Appeal? (including assessment)
 Request to review a refund or re-credit decision?

Section 2 Details of complaint or appeal or reasons for review of decision

Describe the nature of your complaint or appeal or the reasons for reviewing a refund or re-credit decision. Please provide as much information as possible to enable us to investigate fully, such as the date, time, place, any people involved, or relevant background information including special circumstances.

Ensure that you provide copies of all supporting evidence.

Have you taken any actions to resolve the issue?

Yes. Please provide some details of the actions taken.

No

Have you discussed the issue with any RTO staff members?

Yes. Name:_____

No

What outcome(s) are you expecting or seeking from this complaint or appeal? How do you think this issue can be resolved – what do you want to happen?

I confirm that the information I have provided about this issue is true and accurate

Signature:

Date:

To be signed by the person making the complaint/ appeal/ request for review of decision.

Section 3 Forme Use Compliant/ Appeal Reference_____

Detail the actions to be taken to resolve the complaint or detail reasons for decision

Receipt of complaint / appeal acknowledged in writing. Date _____

Actioning Officer Name: _____

Recorded in Improvements / Complaints Register Date _____

Actioning Officer Name: _____

Necessary actions have been taken (If not, specify why?)

Actioning Officer Name: _____

Has the complaint / appeal been resolved? Yes No

If no, detail further actions to be undertaken

The learner has been advised in writing of the outcome / progress of the complaint / appeal

Date _____

Actioning Officer Name: _____

Complaint and Appeal form to be retained securely with all supporting documentation for 5 years and referenced in the Improvement/ complaint register.