



Elite Truck and Car School | **Complaint Form**

Section 1

Candidate making complaint to complete Section 1

Nature of complaint:			
Candidate name:			
Candidate signature:		Date	

Individual making the complaint is (Tick appropriate membership below)


- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor

 The Third-Party if applicable

The complaint is being made against (Tick appropriate membership below)

- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor
- The Third-Party if applicable
- RTO policy and procedure

Complaint Lodgement

 This complaint form can be submitted via email (**office@etacs.com.au**), post (Unit 3/40 Loganlea Road, Waterford West, QLD, 4133) or in person at the RTO campus.

Section 2

Staff member receiving this form to complete Section 2

Comments:			
Staff Members name:			
Staff members signature:		Date	

Forwarded to:

RTO Manager

CEO

Independent Review

Date:

Section 3

Staff member conducting the investigation of the complaint is to attach a detailed report to this form.

RTO manager will take action according to Elite Truck and Car School's Complaints Policy. Although, the RTO will make every effort in resolving your complaint within **30 Calendar days**, however, if the resolution takes longer than 60 calendar days, you will be informed in writing. If you are not satisfied with the resolution outcome, you may lodge an appeal against the complaint resolution or decision. The RTO's 'Complaint and Appeal Policy and Procedure' can be obtained from the RTO's Website, www.etacs.com.au, as a single document. The Complaint form is available online too.

Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing. The Complaint policy has provided an adequate information on this and ASQA can be contacted if the resolution is not achieved or satisfactory.

FOR OFFICE USE

RTO Manager is to assign a **Unique Complaint Number** starting with pre-fix, 'C'. For example, if it is a second complaint of year 2019, then C-2-2019 can be assigned so that they can be mentioned in Corrective Action Template and discussed in regular RTO meeting as part of the RTO's continuous improvement.

Date Received by Staff	
UNIQUE COMPLAINT NUMBER	C – Complaint Serial number – Year [e.g., C -2-2019]
Staff name	
Staff Signature	