



# RTO Complaints and Appeals Form

Please complete this form and submit to [rto@mcm.org.au](mailto:rto@mcm.org.au)

We aim to address your complaint or appeal as quickly as possible. The time we take will depend on the nature of your complaint or appeal. While we work through your complaint or appeal your enrolment will not be affected

We will allocate a person to deal with your complaint. When appropriate this could be a person external to our organisation.

Contact Person

Best way to contact you:

Course

Training Site

Please tick one of the following boxes

- Disagree with a decision made (APPEAL)
- Dissatisfied with an aspect of my training or services provided by MCM (COMPLAINT)
- Other

Please outline the basis of your complaint or appeal

Please indicate how you would like the issue to be resolved

Attach any additional information if required

## Resolution Summary (Completed by RTO)

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The complaint or appeal was resolved by

Initial member of staff approached

List the names of people who assisted in resolving the complaint or appeal and their role

The resolution was :

- Apology
- Remedial action (for example re-assessment, the corrections of records or improved practices)
- Retraining of staff and/or the issuing of new internal procedures or guidelines
- Other

Please outline the terms of the resolution

Actions Completed

Yes  No

Date

Outcome provided to Student/  
Person Complaining

Yes  No

Date

Education Leadership Staff Signature

Date

If you are not satisfied you can take your complaint or appeal to an external organisation that monitors our work such as ASQA [www.asqa.gov.au](http://www.asqa.gov.au)