**Complaint Form**

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname**: |  | **Title:** |  |
| **First Given Name:** |  |
| **Course title:** |  |
| **Trainer / Assessor:** |  |
| **Date of occurrence:** |  |
| **Reason for your submission:** |  |
| **Occurrences leading up to this submission:** |  |
| **What outcomes are you seeking or expect:** |  |
| **Can we improve our system to avoid these situations in the future:** |  |

By signing this form, I certify that the information provided is true and correct.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Upon completion of the form, please upload into the complaints and appeals area on the student hub. If you are not a current student, please email the form to info@clet.edu.au

This form is provided in accordance with Standard 2.7 of the *National Vocational education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025* and in accordance with the *National Vocational Education and Training Regulator Act 2011*

This form supports RTO policies and procedures that support the principles of natural justice and procedural fairness.

The policies and procedures are available in the student online course management system and on the RTO website