



# COMPLAINT AND APPEALS FORM

## 1. Information for Learner

(This page is to be retained by the student)

Please complete this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision Forkpro Australia has made.

You can expect to receive an acknowledgement of receipt of the complaint/appeal from Forkpro Australia within 24 hrs of its lodgment. The Complaints and Appeals Handling Process then commences within seven (7) days of receipt of the complaint/appeal and will be reviewed by the Forkpro Australia CEO.

You may be invited to a hearing to discuss the matter. Meeting will be confidential and no data will be released to a third party, except where requested under Australian Government legislation. Throughout the process you will be able to have a support person of your choice accompany to all meetings.

Forkpro Australia endeavors to resolve complaints/appeals as quickly as possible, generally within 30 days. Should more time be required, you will be kept informed in writing of the progress of the handling process detailing the reasons why additional time is required.

Once a decision has been made, you will be informed about the outcome of your complaint/appeal in a written statement which will include details of the reasons for the outcome. If you are not satisfied with the outcome of your complaint/appeal, you have the right to have your complaint/appeal reviewed by an independent third party.

If you have any further questions relating to the complaints and appeals handling process please do not hesitate to contact our RTO Administrator on 1300 789 606. Alternatively a copy of our Complaints and Appeals Policy can be found on our website: [www.forkpro.com.au](http://www.forkpro.com.au).

# COMPLAINT AND APPEALS FORM



2. Please complete and submit to RTO Administrator via [admin@forkpro.com.au](mailto:admin@forkpro.com.au)

Complaint  Appeal

## Learner Details

First name: \_\_\_\_\_ Surname: \_\_\_\_\_

Contact number: \_\_\_\_\_

Email: \_\_\_\_\_

Course title: \_\_\_\_\_

## Complaint/Appeal Details

Date of incident/unfavourable decision: \_\_\_\_/\_\_\_\_/\_\_\_\_

Please outline the reasons for your complaint/appeal and attach any evidence to support your complaint/appeal.

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Please describe the occurrences leading up to this submission (outline any previous steps taken prior to completing this form).

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Details of any other parties involved (include full name and position):

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Please indicate your desired outcome from submitting your complaint/appeal:

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**Acknowledgment**

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

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

**Privacy**

*The information provided on this form will be used exclusively to resolve your complaint/appeal. None of the information you provide on this form will be disclosed to anyone outside of Forkpro Australia without your permission, unless required by law.*

**RTO Administrator to complete:**

Referred to CEO: \_\_\_/\_\_\_/\_\_\_

Complainant notified in writing of acknowledgment by CEO: \_\_\_/\_\_\_/\_\_\_

### 3. Investigation – Office Use Only

**Outcome:**

Successful

Unsuccessful

Written statement of decision sent to learner: \_\_\_/\_\_\_/\_\_\_ (Copy attached)

Students response to outcome decision:

**Accepts and agrees**

Outcome/corrective action taken: \_\_\_\_\_

\_\_\_\_\_

**Student not satisfied**  Referred to IVETAC: \_\_\_/\_\_\_/\_\_\_

Details of third party review:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Written statement of IVETAC decision sent to learner: \_\_\_/\_\_\_/\_\_\_ (Copy attached)

Outcome/corrective action taken: \_\_\_\_\_

\_\_\_\_\_

### 4. Completion

I confirm all required action/s are completed and appropriately documented

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_