

Complaints and Appeals Form

Use this form to make a formal complaint about:

- Our training courses or related student service, including our resources and equipment.
- The conduct of another student(s), staff member(s), volunteer(s), or person(s) internal or external to TCLM Pty Ltd T/as Tower Crane Training with whom students interact in relation to their association with our RTO 45587 TCLM Pty Ltd T/as Tower Crane Training.
 - Eg. disruptive behaviour, property theft or damage, bullying or discrimination
- A health and safety issue
- A TCLM Pty Ltd T/as Tower Crane Trainings' policy, procedure or administrative process. This can include an appeal against assessment which has not been resolved.

OR Appeal a formal complaint outcome

All information collected will be treated as per TCLM Pty Ltd T/as Tower Crane Trainings' Privacy & Collection of Data Policies. (TCLM_Student Handbook Version 1.1 Issue: 1.2.19)

COMPLAINANT DETAILS		
Surname:	Given Names:	Mobile:
Email:	Address:	Course:

COMPLAINT DETAILS			
Nature of complaint: (include specific dates, names of witnesses and other relevant information)			
Do you have evidence to support your complaint?	Y	N	If yes, please attach documents
Have you tried to resolve this issue informally?	Y	N	If yes, please provide details:
What follow up would you like to occur?			

APPEALS

Please outline why you are appealing the decision made regarding your complaint:

Do you have any new evidence to support your appeal?

Y

N

If yes, please attach documents

Complainant's Declaration

I understand that a formal investigation of my complaint or appeal requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.

I have read the TCLM_Appeals and Complaints Policy and Procedure located in the TCLM_Student Handbook (Doc ID: TCLM_ADM Student Handbook Version 1.1 Issue: 1.2.19) and I understand the process, potential consequences and outcomes of lodging this complaint or appeal.

Signed: _____ Date: _____

Please lodge this form and supporting documents (by either email, mail or in person) marked to:

Attention: **Mr Warwick Bright**
Chief Executive Officer
TCLM Pty Ltd T/as Tower Crane Training
RTO 45587
11 Watsford Rd Campbelltown NSW 2560
waz@towercranetraining.com.au

Warwick Bright (CEO of TCLM Pty Ltd) will contact you in writing within a 7 day period from the date of your complaint/appeal form being lodged to TCLM Pty Ltd and keep you updated on the progress of your submission of Complaint Form to TCLM Pty Ltd.

If you are unhappy with the way your complaint is handled you may appeal the outcome with TCLM Pty Ltd and Warwick Bright (CEO) will review your appeal within 5 days of your response of your complaint or alternatively you can contact externally the governing body Australian Skills Quality Association (ASQA) and lodge a complaint or appeal:

Attention: **Complaints Department**
Australian Skills Quality Association
GPO Box 9928
Melbourne VIC 3001 Tel: ASQA on 1300 701 801

Office Use Only	Date Form received:	Review/Action date:	Reviewed/Actioned by:
Review outcome/Corrective action/ Further action required:			
Resolution date:	CEO Signature:	Recorded in TCLM_Complaints & Appeals Register date:	