



## AREA OF SERVICE- COMPLAINTS & APPEALS

Before lodging a formal complaint about a decision made by a staff member, products or services provided by the RTO. students are requested to carefully read the RTO's Complaints & Appeals Policy & Procedure.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to RTO's website [www.hammond.edu.au](http://www.hammond.edu.au)

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes. Completed Complaints & Appeals Forms should be submitted to the compliance manager or posted to the main campus:

Please tick the appropriate box Below:

☐ Complaint

☐ Internal Appeal

Full Name: Mr. / Ms.

Date:

Position:

Staff ☐

Student ☐

Other ☐ (Please specify):

If student, please supply Student ID No:

Contact phone No:

Email:

Course undertaking:

Teacher/s:

Date/s of event complaint refers to:



**Describe your complaint or Appeal (Include dates, time and other people involved if appropriate)**

**(You may wish to attach further documentation).**

**What have you done to resolve the complaint?**




What would you like to see happen because of this complaint? (You may wish to attach further documentation).

(If complaint received in person) I agree that all the information provided is true and correct

Signature:	Date: / /
Office Use Only	
Signature Manager:	Date: / /