

**COMPLAINTS & APPEALS FORM**



**RED EARTH**  
Training Solutions

*This form should be sealed, marked confidential and sent to:*  
Attention: Chief Executive Officer, Red Earth Training Solutions Pty Ltd  
PO Box 79 UNLEY SA 5061 or email: [rodger@reearthtrainingsolutions.com.au](mailto:rodger@reearthtrainingsolutions.com.au)

<b>Complainant / Appellant Name:</b>			
<b>Address:</b>			
<b>Telephone:</b>			
<b>Email:</b>			
<b>RETS Course Name:</b>			
<i>Please identify in the table below the Unit(s) of Competency that are the subject of your appeal (if applicable):</i>			
<b>Unit Code(s)</b>	<b>Unit Title(s)</b>	<b>Date Assessed</b>	
<b>Trainer/ Assessor's Name:</b>			
<i>Please detail the grounds for your complaint / appeal in the space provided below and ensure that you describe the alleged faults in the assessment process / issue or event that has taken place. (add a separate sheet, if required)</i>			
<b>Complaint / Appeal:</b>			
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<b>Complainant / Appellant Signature:</b>		<b>Date:</b>	
<b>Office Use Only</b>			
Date received:		Received by:	
Details entered onto complaints and appeals register		<b>YES</b>	<b>Date</b>
Acknowledgement receipt sent to complainant		<b>YES</b>	<b>Date</b>

RETS Version Control			
Document Name	Complaints and Appeals Form		
Type of Document	Participant Form		
Location	J:\1. Student & Course Administration\1. Participant Forms\Editable Docs	Version	4.0
Author	Holly Naughton	Authorised by	Teresa Carr
Revision dates	Date Authorised	29/03/2019	Next review
			29/03/2020

<b>Respondent Name</b> (person to whom complaint was laid against):	
<b>Respondent please outline decision for the result given / options for resolutions / response to complaint (add a separate sheet, if required)</b>	
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<b>Respondent Signature:</b>	<b>Date:</b>

<b>CEO DETERMINATION</b>	<b>Assessment Decision:</b>	<b>UPHELD</b>	<b>REJECTED</b>
<b>Response to Complaint:</b>			
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>			
<b>Options for Resolution:</b>			
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>			
<b>CEO Signature:</b>		<b>Date:</b>	
Complainant / Appellant advised of outcome		<b>Date:</b>	
Resolution Accepted	<b>YES</b>		<b>NO</b>
**** If "NO" Please continue the process below ****			

**INDEPENDENT BODIES:**

**Training Advocate**

[www.trainingadvocate.sa.gov.au/complaints](http://www.trainingadvocate.sa.gov.au/complaints) click online complaint form

☎ 1800 006 488

**Australian Skills Quality Authority (ASQA)**

[www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints) click online complaint form

☎ 1300 701 801

**EXTERNAL REVIEW DETERMINATION**

**Results of Investigation:**

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**External Recommendations:**

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<i>Office Use Only</i>		
External review recommendations implemented (if applicable)	<b>Date:</b>	
Complaints and Appeals Register updated	<b>Date</b>	