A complaint can be made to the school RTO regarding the conduct of:
- The school RTO, its trainers, assessors or other school RTO staff
- Students of the RTO
- Any third parties providing services on behalf of the school RTO (if relevant).

**COMPLAINTS PROCEDURE**

Participant to fill out and lodge formal Complaint Form to Principal

Principal sends written acknowledgment to complainant

Principal forwards formal complaint to RTO Manager

**COMPLAINT DEALT WITH BY:**

- Principal and/or RTO Manager  
- Or  
- Independent Complaints and Appeals Committee, comprising:
  - Representative of the Principal
  - Representative of the Teaching Staff
  - An independent person

(Complainant and relevant staff member, third party or student shall be given an opportunity to present their case and may be accompanied by other people as support or as representation.)

**COMPLAINT DECISION FINALISED WITHIN 60 DAYS**

YES

Outcome communicated in writing to all parties

Complainant satisfied with outcome

YES

Complainant referred to appropriate party independent of RTO and, if still not satisfied, Principal will refer them to the QCAA website for further information about making complaints (www.qcaa.qld.edu.au/3141.html).

NO

Complainant informed of reasons in writing and regularly updated on the progress

Matter still unable to be resolved

Version 2, February, 2017
COMPLAINT FORM

Confidential Document

Name of Participant: ____________________________________________________________

Address: ____________________________________________________________________

Telephone: ______________________ Email: _____________________________

Name(s) of Assessor: __________________________________________________________

Course/Unit/Qualification: _____________________________________________________

Party/ies about whose conduct this complaint is made: _____________________________
____________________________________________________________________________
____________________________________________________________________________

Reason for Complaint:

(Please attach any additional information to the back of this form)

Please note that the information that you provide on this form is ‘personal information’ pursuant to the Privacy Act 1998 (‘the Act’). This information is being collected for the purposes of processing your complaint and keeping you informed of the progress and result of this complaint. The intended recipient of this information will be Innisfail State College and its service providers. Please note that the provision of this information by you is voluntary. However, if you do not provide the information requested, Innisfail State College may be unable to process your complaint. You have the right of access to, and alteration of, personal information concerning yourself held by Innisfail State College in accordance with the Act. The information is being collected by Innisfail State College and will be held by Innisfail State College.

_________________________________________        ________/_____/_____
Signature                                                      Date

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OFFICIAL USE ONLY

Date received: _____/_____/_____
Received by: Ms C MacDonald, Principal
Forwarded to: Ms Tanya Martin, RTO Manager