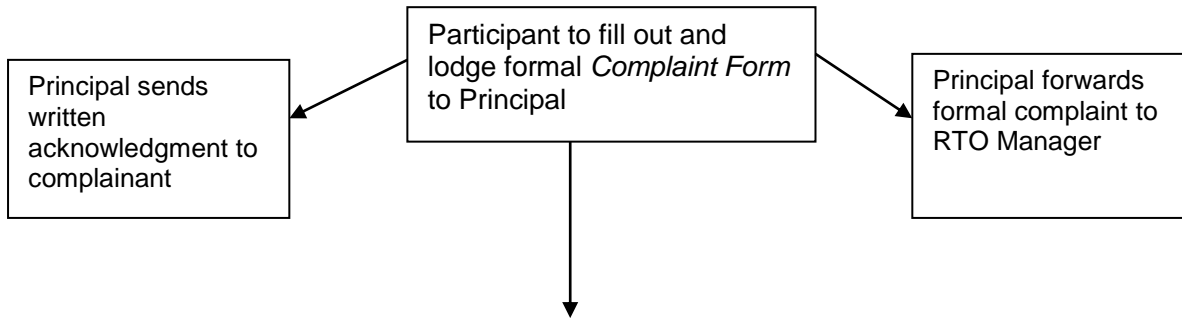


COMPLAINTS PROCEDURE



A **complaint** can be made to the school RTO regarding the conduct of:

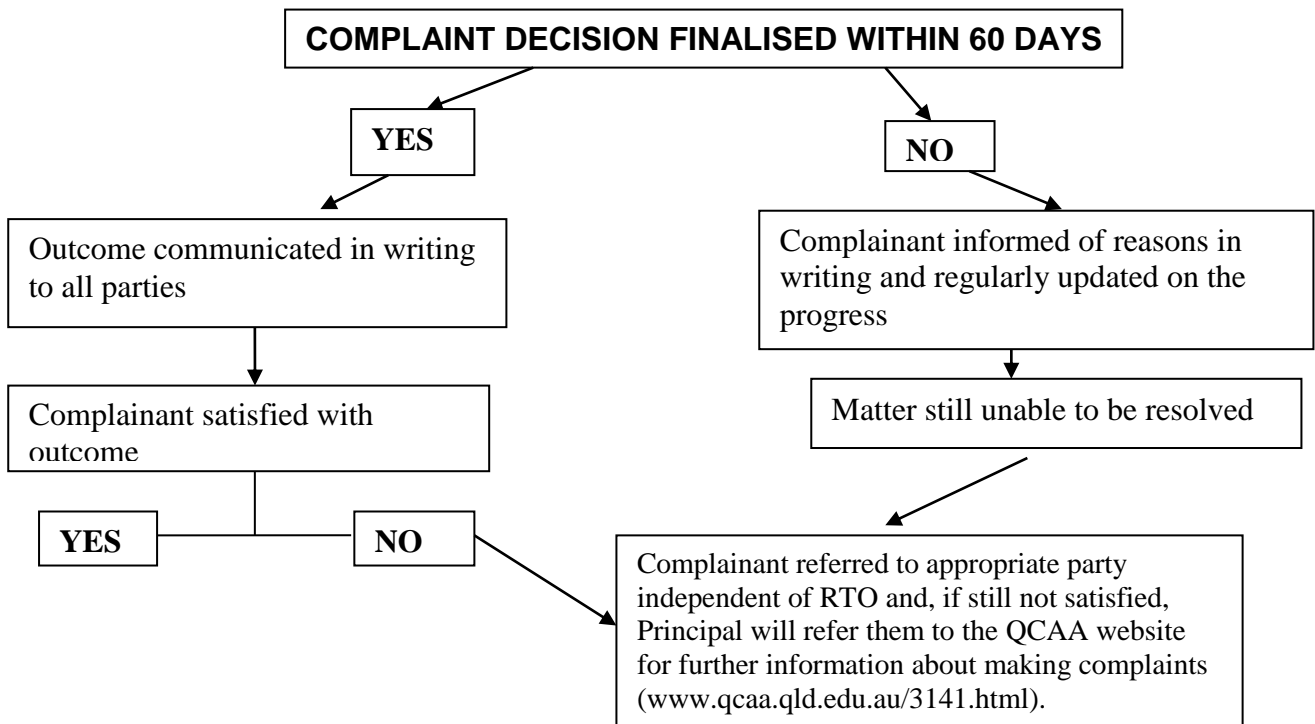
- The school RTO, its trainers, assessors or other school RTO staff
- Students of the RTO
- Any third parties providing services on behalf of the school RTO (if relevant).



COMPLAINT DEALT WITH BY:

Principal and/or RTO Manager	Or	Independent Complaints and Appeals Committee, comprising: <ul style="list-style-type: none"> • Representative of the Principal • Representative of the Teaching Staff • An independent person
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(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 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

OFFICIAL USE ONLY
Date received: ____/____/____
Received by: Ms C MacDonald, Principal
Forwarded to: Ms Tanya Martin, RTO Manager