

# COMPLAINTS AND APPEALS FORM



## INFORMATION FOR APPLICANTS

*This form is to be completed and lodged only after the student has attempted to have the issue resolved through discussion with the Educator or another appropriate person in the Education Department (RTO).*

*A **complaint** can be made to the Education Department regarding the conduct of:*

- *The RTO, it's Educators or other RTO staff*
- *Students of the RTO*
- *Issues relating to enrolment*
- *Issue relating to Training delivery*
- *Issues such as discrimination, sexual harassment, student amenities, etc.*
- *Any third parties providing services on behalf of RQ (if relevant).*

*An **appeal** can be made to RQ to request a review of a decision, including assessment decisions. There are various grounds for lodging an assessment appeal, including, but not limited to:*

- *not being fully informed of the assessment process*
  - *Student's needs not taken into consideration*
  - *the assessment process is different to that outlined by the Educator*
  - *assessment process not based on Training Package/Unit of Competence requirements*
  - *an inappropriate method used to assess the Training Package/Unit of Competence*
  - *alleged bias of the Educator*
  - *alleged incompetence of the Educator*
- ✓ *Appeals should only be lodged to review a decision that has previously been made, and must be made within ten (10) working days of the original decision having been made.*
  - ✓ *You will receive acknowledgement of your lodged complaint/appeal within two (2) working days upon Racing Queensland (RQ) having received your complaint/appeal.*
  - ✓ *RQ will endeavour to resolve complaints and appeals within a reasonable timeframe – usually ten (10) working days upon receipt of the written complaint/appeal or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.*
  - ✓ *Applicants may be asked to provide additional information to support their complaint/appeal.*
  - ✓ *Please complete parts A - C fields on this form.*
  - ✓ *Please submit the completed form to [training@racingqueensland.com.au](mailto:training@racingqueensland.com.au)*

*Parts A, B, and C below to be completed by the student and lodged with RTO Operations Manager.*

*Parts D and E are for Office Use only.*



PART A - PERSONAL DETAILS	
Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other:
Given Name(s):	
Surname:	
Preferred Name:	
Date of Birth:	
Contact Information	
Contact Phone:	
Postal Address:	
Email Address:	

PART B - COMPLAINT / APPEAL DETAILS		
Type:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
Does your complaint involve behaviour by an RQ staff member?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you reported your complaint to any other agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If yes, to whom:</i>		
Have you lodged a complaint/appeal about this issue previously?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If yes, when:</i>		
Complaint / Appeal summary: Please outline what has occurred that requires you to lodge this complaint / appeal. If necessary, attach extra page/s to outline the details. Any supporting documentation should also be provided.		
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PART C - DECLARATION
By Signing this declaration, I (insert name) _____ verify that the information I have provided in
this complaint / appeal is true and accurate and I have not provided any false or misleading information.
Signature: _____
Date: _____



**PART D - OFFICE USE ONLY**

Complaint / Appeal received by:	Date:	
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Passed on to QCC	Date:		Signature:	
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Acknowledged in writing: (two working days of lodgement)	Date:		Signature:	
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Resolution and advice due by: (10 working days of lodgement)

Details of investigation: (include dates, parties involved, discussions held, assessments reviewed etc.)

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**Outcome and reasons:**

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Complainant advised of outcome in writing:	Date:		Signature:	
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**PART E - OFFICE USE ONLY**

Added to the Complaints / Appeals Register:	Date:		Signature:	
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Complaint / Appeal resulted in CI action taking place?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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*If yes, what, how etc?*

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CI register updated to reflect action taken place:	Date:		Signature:	
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