



Complaint Form

Section 1

Candidate making complaint to complete Section 1

Nature of complaint:

Candidate name:

Candidate signature:

Date:

Individual making the complaint is (check appropriate membership below)

- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor
- The Third-Party Delivering Education

If the complaint is being made against (check appropriate membership below)

- The Learner
- The RTO Staff Member
- The Trainer/assessor
- The Learner's Supervisor
- The Third-Party Delivering Education

Section 2

Staff member receiving this form to complete Section 2

Comments:

--

Staff member name:

--

Staff signature:

--

Date:

--

Forwarded to:

RTO Manager

Training Manager

Independent Review

Date:

--

Section 3

Staff member conducting the investigation of the complaint is to attach a detailed report to this form.

RTO manager will take action according to Veritas Education Complaints Policy.

Although, the RTO will make every effort in resolving your complaint within **60 Calendar days**, however, if the resolution takes longer than 60 calendar days, you will be informed in writing. If you are not satisfied with the resolution outcome, you may lodge an appeal against the decision. The RTO's appeal policy can be obtained from RTO's website, www.veritaseducation.info. The RTO will provide an independent review if requested in writing.