

Complaint / Grievances Form

Byron Yoga Centre will acknowledge your complaint in writing, including the outcome. Please refer to our Complaints and Grievances Policy and Procedure before completing this form.

Section A - student to complete

Personal details

Date:	Course Name:
Student Name:	Course Start Date:
Student Number:	Student Address:
Trainer Name:	Student Contact Number:
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	E

Complaint/Grievance Details - *Please provide as much detail as you can for your Complaint/Grievance application.*

Student Signature:

Section B - RTO Trainer/Customer Relations to complete

Complaint/Grievance Resolution Details - *Please provide as much information as possible regarding the resolution that has been offered to the student.*

Complaint/Grievance Outcome

Complaint/Grievance satisfactorily resolved? Yes No

If "No", provide more information of what is still required:

Date set for next Complaint/Grievance Process:

Trainer/Customer Relations Signature: _____ Date: _____

Student Signature: _____ Date: _____

Section C - RTO Administration to complete (tick off the completed actions)

File Note made in Learner Management System	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Information has been added to the Complaints Register	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Administration Name: _____

Administration Signature: _____ Date: _____

Section D - RTO Management Representative to complete

What was the final outcome of the Complaint/Grievance?

What has this incident revealed about the RTO's current policies and procedures? Where can improvements be made?

RTO Representative Name: _____

RTO Management Signature: _____ Date: _____

Section E - RTO Administration to complete (tick off the completed actions)

File Note made in Learner Management System	<input type="checkbox"/> Yes
Information has been added to the Complaints Register	<input type="checkbox"/> Yes

Administration Name: _____

Administration Signature: _____ Date: _____