**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.

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| **Section A – student to complete** | |
| Personal details | |
| Date: | Course Name: |
| Student Name:  Student Number:  Trainer Name: | Course Start Date:  Student Address:  Student Contact Number:  **H M**  **E** |
| Complaint/Grievance Details - *Please provide as much detail as you can for your Complaint/Grievance application.* | |
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| 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.* | |
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| Complaint/Grievance Outcome | |
| Complaint/Grievance satisfactorily resolved?  Yes  No  If “No”, provide more information of what is still required: | |
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| 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  Yes  No  Information has been added to the Complaints Register  Yes  No | |
| Administration Name:  Administration Signature: Date: | |
| **Section D - RTO Management Representative to complete** | |
| What was the final outcome of the Complaint/Grievance? | |
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| What has this incident revealed about the RTO’s current policies and procedures? Where can improvements be made? | |
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| 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  Yes  Information has been added to the Complaints Register  Yes | |
| Administration Name:  Administration Signature: Date: | |