**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 [ ]  NoIf “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 [ ]  NoInformation 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: |