

### APPRENTICE COMPLAINTS & APPEALS LODGEMENT FORM

<b>Section A – Complainant/Appellant to complete</b>	
<b>Part 1 – Your details</b>	
Name:	
Course Title:	Start Date:
Address:	Phone Number:
Employer:	
Trainer Name:	
I wish to lodge a: (highlight appropriate option) <b>Complaint / Appeal</b>	
<b>Part 2 – Reason for Lodging a Complaint/Appeal</b>	
Please describe the complaint or reason for appeal:	
<b>Part 3 – Steps Already Taken</b>	
Have any steps been taken to resolve this issue? If yes, please provide details (please attach extra pages if necessary)	
<b>Part 4 – Desired Outcome</b>	
<input type="checkbox"/> REFUND/CREDIT NOTE <input type="checkbox"/> TRAINING COMMENCEMENT <input type="checkbox"/> MEETING WITH RELEVANT MANAGER <input type="checkbox"/> APPEAL PASSED (ASSESSMENT RE-MARKED) <input type="checkbox"/> OTHER, PLEASE SPECIFY BELOW:	
<b>Part 5 - Signature</b>	
Signature:	Date:

<b>Section B – OFFICE USE ONLY (to be completed by an authorised Skills Training Victoria representative)</b>	
<b>Part 1 –</b>	
<b>Complaint/Appeal Reference Number:</b>	
<b>Date Form Received:</b>	<b>Received by: (Highlight appropriate response)</b>
	<b>Phone    Mail    Email    Fax    In person</b>
<b>Received By:</b>	
<b>Referred To:</b>	
<b>Section C – OFFICE USE ONLY (to be completed by an authorised Skills Training Victoria representative)</b>	
<b>Part 1- Steps Taken to Resolve by Manager</b>	
<b>Applicant Name:</b>	
<b>Course Title:</b>	
<b>ACTION TAKEN BY RELEVANT MANAGER:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> REFUND/CREDIT NOTE</li> <li><input type="checkbox"/> MEETING BETWEEN COMPLAINTANT AND MANAGER</li> <li><input type="checkbox"/> COMPLAINTANT APPEAL PASSED (ASSESSMENT RE-MARKED)</li> <li><input type="checkbox"/> RAISED AT MANAGEMENT MEETING</li> <li><input type="checkbox"/> REFERRED TO QUALITY ASSURANCE AND COMPLIANCE MANAGER FOR CONTINUOUS IMPROVEMENT</li> <li><input type="checkbox"/> REFERRED TO EXTERNAL AGENCY (AAC or other)</li> <li><input type="checkbox"/> DISCUSSION WITH EMPLOYER</li> <li><input type="checkbox"/> OTHER, PLEASE SPECIFY BELOW:</li> </ul>	
<b>NOTICE OF ACTION TAKEN BY MANAGER:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> PARTICIPANT INFORMED OF OUTCOME (LETTER ATTACHED)</li> <li><input type="checkbox"/> PARTICIPANT INFORMED OF OUTCOME VERBALLY</li> <li><input type="checkbox"/> PARTICIPANT ADVISED TO SEEK APPEAL THROUGH EXTERNAL AGENCY</li> <li><input type="checkbox"/> OTHER, PLEASE SPECIFY BELOW:</li> </ul>	
<b>Any Future Action Required:</b>	
<b>Part 2 – Manager Details</b>	
<b>Manager Name:</b>	
<b>Signature:</b>	<b>Date:</b>