This form is to be completed in accordance with Policy 7.2-RTO Complaints and Appeals when there is a complaint or concern about an aspect of training facilitated by One Tree Community Services Incorporated Registered Training Organsation.

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| --- | --- | --- |
| Complainants Name: |  | |
| Contact Number: |  | |
| Contact Address and/or email: |  | |
| Complaint Received By: | Name: | Date: |
| Details of the Complaint:  [attach additional pages if necessary] |  | |
| Action Taken:  [attach additional pages if necessary] |  | |
| Outcome: |  | |
| Action by: | Name: Position: | Signature: |
| Action by: | Name:  Position: | Signature: |
| One Tree CEO informed: | Yes | No |

|  |  |  |  |
| --- | --- | --- | --- |
| Date Closed: |  | CEO Signature: |  |