

*This form is to be completed in accordance with **7.3-RTO Complaints and Appeals Policy** when there is a complaint or concern about an aspect of training facilitated by One Tree Community Services Incorporated Registered Training Organisation.*

Complainant's name:		
Contact number:		
Contact address/email:		
Complaint received by:		Date:
Details of the complaint: [attach additional pages if necessary]		
Action taken: [attach additional pages if necessary]		
Outcome:		

Actioned by: <i>Name and position</i>	Signature:
Actioned by: <i>Name and position</i>	Signature:
One Tree CEO informed	<input type="checkbox"/> Yes <input type="checkbox"/> No

Date closed: Enter the date.	CEO signature:
-----------------------------------	----------------

Change submission and approval details

- Urgent approval required No changes made at this review
- | | | | |
|----------------------|--------------------|------|------------|
| Submitted by | Annmarie Mulrennan | Date | 29/03/2021 |
| Approved by S-MT | Sam Bullen | Date | 29/03/2021 |
| Approved by GM/above | Claire McManus | Date | 31/03/2021 |