FORM

Document Name Complaints Form **Document Number:** RTO-FOR-017

Version: 3.0

Related Policy: RTO-POL-003 Complaints and Appeals Policy
Related Procedure: RTO-PRO-015 Complaints and Appeals Procedure

Responsible S-MT: RTO



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.

Compla	ainant's name:					
Contac	t number:					
Contac	t address/email:					
Compla	aint received by:				Date:	
	of the complaint: additional pages if ary]					
Action [attach necess	additional pages if					
Outcor	ne:					
Actioned by:				Signature:		
Actioned by:				Signature.		
Name and position				Cianatura		
Actioned by:			Signature:			
Name and position						
One Tree CEO informed				☐ Yes	□ No	
Date cl	losed: Ento	er the e.	CEO signature:			
_(Change submission a	nd approva	al details			
[☐ Urgent approval required			\boxtimes	No changes m	ade at this review
9	Submitted by Annmarie Mulrennan Approved by S-MT Sam Bullen			Date	29/03/2021	
				Date	29/03/2021	
	Approved by GM/above Claire McManus			Date	31/03/2021	