



FO-05 COMPLAINTS, GRIEVANCES & APPEALS FORM

Instructions:

- This report is governed by the Complaints, Grievances & Appeals Procedure
- The RTO General Manager must complete this report after responding to a Complaint, Grievance or Appeal
- Complaints, Grievances and Appeals correspondence must be attached to this report
- Once complete, forward the report with original documents to the RTO General Manager

REPORT DETAILS			
Learner Name			
Employer / Company			
Contact Phone:			
Contact Email:			
Nature of Complaint, Grievance or Appeal:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Grievance	<input type="checkbox"/> Appeal
Description of the Complaint, Grievance or Appeal:			
Learner Signature		Date	
Employer Representative Name			
Employer Representative Signature		Date	
My Trade Start OFFICE USE ONLY			
Date Received:			
Action Taken:			
Completed By:	Signature:	Date:	
Outcome			

Please return this form to My Trade Start

Email : info@mytradestart.com.au / 11-13 Byrne Street, Auburn NSW 2144