

Attention: The Operations Manager/ State Manager [complaints@ash.edu.au](mailto:complaints@ash.edu.au)

<b>Name of person making the complaint</b>		<b>Date</b>	
<b>Workplace (if applicable)</b>			
<b>RTO Name where enrolled</b>			
<b>Course enrolled in</b>			
<b>Trainer</b>			
<b>Details of the complaint</b>			
<b>Please provide all details that have led to you making this complaint, including all steps you have taken so far to resolve the issue</b>			

**What do you want to occur as a result of your complaint? That is, what do you want as the overall outcome?**

This Section is to be completed by RTO Personnel only:

Received by:

Print Name	Position	Date	Signature

Referred to:

Print Name	Position	Date	Signature

aXcelerate Complaint Record

Date complaint record entered into aXcelerate:

**Record of any conversation with the Complainant**

## Conclusion:

<b>Was the complaint resolved?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Is the recommendation feasible and maintainable?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>Does this complaint occur on a regular basis?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Summary of actions taken and to be made**

