

This **F-116.5 Complaint Form** is for use by an individual who wishes to make a formal complaint. Please read our **P-006 Complaints and Appeals Policy and Procedure** for more information.

Information to the complainant

- Before you lodge a formal complaint, if possible, it is best to have an initial discussion with the RTO to see if your complaint can be resolved.
- Complaints must be submitted in writing, on this form, and must be made within three months of the event that the complaint relates to.
- Complaints must be submitted to via the complaints@ash.edu.au email address
- You will receive acknowledgement of your lodged complaint within three (3) working days of Compliance having received your complaint.
- You may be asked to provide further information to support your complaint as it is investigated.

Date	
Name of person making the complaint	
Details of the complaint	
Please provide all details that have led to you making this complaint, including all steps you have taken so far to resolve the issue. By all means, attach further documentation in support of your complaint.	

What do you want to occur as a result of your complaint? What overall outcome would resolve your complaint?

RTO Use Only

All notes regarding this complaint must be recorded against the Complaints and Appeals Register

Received by

Name	Position	Date	Signature

Referred To

Name	Position	Date	Signature

Complaint Record

Date complaint record entered into Complaints and Appeals Register:

Conclusion:

Was the complaint resolved? Yes No

If so, what was the result of the complaint?

Continuous improvement suggestions arising from this complaint