

Complaints and Appeals Form



Benchmark College aims to address the complaint or appeal promptly. The time taken is dependent on the nature of the complaint or appeal. As the complaint or appeal is reviewed your enrolment is not affected. Please complete the form and submit via email to: compliance@benchmark.edu.au

Surname:		Name:	
Contact number			
Indicate Type:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal	
Course name:			
Relationship to RTO:	<input type="checkbox"/> Student	<input type="checkbox"/> Employer	<input type="checkbox"/> Staff <input type="checkbox"/> Employment Service Provider
	<input type="checkbox"/> Other _____		
Date of Complaint/Appeal:		Trainer/ Assessor:	
Format Received:	<input type="checkbox"/> Email	<input type="checkbox"/> Phone	<input type="checkbox"/> In writing <input type="checkbox"/> In person
Complaint/Appeal Description:			
Occurrences leading up to the Complaint/Appeal:			
What is the Expected Outcome:			
Notice of Privacy	The information provided above to be used to check and resolve the complaint or appeal. The information provided on this form will not be disclosed to anyone without your permission, unless required by law.		
By signing this form, I certify that the information provided is true and correct.			
Signed: _____ Date: ____ / ____ / ____			
Acknowledged by (Staff member):			
Format of Acknowledgement	<input type="checkbox"/> Email	<input type="checkbox"/> Phone	<input type="checkbox"/> In person <input type="checkbox"/> In writing
Acknowledgement date:			

Complaints and Appeals Form

Complaint or Appeal Resolution			
Complaint/Appeal Outcomes:			
Outcome	<input type="checkbox"/> Apology.	<input type="checkbox"/> Provision of training to staff.	
	<input type="checkbox"/> Issuance of new/revised internal procedures or guidelines.	<input type="checkbox"/> Remedial action.	
	<input type="checkbox"/> Escalation to another party.	<input type="checkbox"/> Other _____	
Feedback on how we can improve our systems to avoid these situations in the future:			
	If students are not satisfied with the outcome of their complaint or appeal, students can seek an external organisation listed in the Complaints and Appeals Policy.		
Continuous Improvement Report Raised:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Continuous Improvement Report Number:	
Date Complaint/Appeal Closed:		Closed by (staff member):	
Reference Number (office use only):			