

General Information

Before lodging a complaint or appeal using this form, learners are requested to resolve the grievance through informal processes.

Details of the complaint or appeal will be kept confidential. Records will be dealt with in accordance with L0-CEO-POL-048 Privacy Policy and L0-CEO-POL-049 Privacy Policy Employee Records.

Refer to L2-LED-PRO-022 RTO Complaints and Appeals Procedure for further information on the steps of the complaints and appeals process.

This form can be used for all Metro Academy complaints and appeals, not just those relating to the RTO.

What you need to do

Step 1 Read the General Information and complete Sections 1, 2 and 3 of this form.

Step 2 Once all sections have been completed, submit the form to the RTO Manager either by mail or electronically to:

corinne.knowlson@metrotrains.com.au

RTO Manager
Metro Trains Melbourne Pty Ltd
42-50 Bakehouse Road
KENSINGTON VIC 3031

You will receive acknowledgement and confirmation of receipt of the complaint or appeal in writing within one business day of the complaint or appeal being received.

Reason for form lodgement:

Complaint

Appeal

Section 1 – Learner Details

Name		Date of Birth	
Address			
Suburb		Postcode	
Email			
Phone		Mobile	
Unique Student Identifier (USI)			

Section 2 – Details of Complaint or Appeal

Provide full details including date, time, location, people involved (attach extra pages if necessary)

What steps have you taken to resolve the issue? (attach extra pages if necessary)

What resolution are you seeking? (attach extra pages if necessary)

Section 3 – Declaration & Signature

Declaration

I declare that all information provided in this document and any evidence attached are true and correct.

Signature

Date

Metro Academy Office Use Only

Date Received:	
Received by:	
Referred to:	

Section 4 – Actions & Outcomes

NOTE: This section doesn't need to be completed if there is sufficient supporting documentation.

Action(s) to be taken to resolve complaint or appeal: *(include by who and by when)*

Outcome(s) from the action(s) taken:

Was the complaint or appeal resolved? **Yes** **No**

If no, detail any follow up actions:

Section 5 – Complaint / Appeal Conclusion

Learner advised of outcome	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:	
Signature of RTO Manager				