

# RTO COMPLAINT OR APPEAL FORM



Document Number: A4293

Version: 4.0

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## Related Document

Metro Academy Operations Manual (A4931)

## 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 A7655 Privacy Policy and A7654 Privacy Policy Employee Records.

Refer to A4294 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:

Email: [rtomanager@metrotrains.com.au](mailto:rtomanager@metrotrains.com.au)

Mail: RTO Manager

Metro Trains Melbourne Pty Ltd, 42-50 Bakehouse Road

KENSINGTON VIC 3031

You may receive acknowledgement and confirmation of receipt of the complaint or appeal in writing within ten business days of the complaint or appeal being received.

Reason for form lodgement (tick one):

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 and 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	
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## Metro Academy Office Use Only

### Section 4 – Actions and Outcomes

NOTE: This section is only completed if there is insufficient 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			