



Complaints and Appeals Form

This form can be used to make a formal complaint about:

- *An All High Risk Training Pty Ltd course or related student service, including equipment and resources*
- *The conduct of another student(s), staff member(s), volunteer(s), or person(s) internal or external to All High Risk Training Pty Ltd with whom students interact in relation to their involvement with our RTO_91463 All High Risk Training Pty Ltd.*
 - *Eg. disruptive behaviour, property theft or damage, bullying or discrimination*
- *An All High Risk Training policy, procedure or administrative process, including an unresolved appeal against assessment.*
- *A health and safety issue*

OR Appeal a formal complaint outcome

All information collected will be treated as per All High Risk Trainings' Privacy & Collection of Data Policies. (AHR_Student Handbook V5 Issue: 9.2.16)

Complainant Details:			
Surname	Given Names:		
Address			
Date of Birth		Telephone No:	
Email:			
Course name enrolled in			
Complaint submission date			

1. Formal Complaint Details

<p>1a. What is your complaint? Please include any background information specific dates, names and other details that will help our investigation.</p>

1b. Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach relevant documents.

1c. What outcome would you like to see happen?

1d. Have you tried to resolve the matter informally. If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.

2.

APPEALS SECTION:

(Complete this section if you are appealing your complaint with All High Risk Training Pty Ltd)

2a. Why do you not agree with the resolution of the complaint?

2b. Do you have any new evidence to support your appeal? Please attach evidence documents

2c. What effect has the event/action had on you? What outcome would you like to happen?

Please read the statements below and check the boxes in acknowledgement.

- I understand that formal investigation of my complaint or appeal requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.
- I have read the AHR_Appeals and Complaints Policy and Procedure located of the All High Risk Training Student Handbook (Doc ID: AHR_ADM Student Handbook Version 5 Issue: 9.2.16 Attached) to this document and I understand the process, potential consequences and outcomes of lodging this complaint or appeal.

Please lodge this form and supporting documents (by either email, mail or in person) marked to:

**Attention: Sarah Brennan
Chief Executive Officer
All High Risk Training Pty Ltd
613 Princes Highway
RUSSELL VALE NSW 2517**

Or email all documentation including this completed form to: admin@aota.com.au marked to Attention: Sarah Brennan CEO.

Sarah Brennan (CEO of All High Risk Training Pty Ltd) will contact you in writing within a 7 day period from the date of your complaint/appeal form being lodged to All High Risk Training Pty Ltd and keep you updated on the progress of your submission of Complaint Form to All High Risk Training Pty Ltd.

If you are unhappy with the way your complaint is handled you may appeal the outcome with All High Risk Training Pty Ltd and Sarah Brennan (CEO) will review your appeal within 5 days of your response of your complaint or alternatively you can contact externally the governing body Australian Skills Quality Association (A.S.Q.A) and lodge a complaint or appeal:

**Attention: Complaints Department
Australian Skills Quality Association
GPO Box 9928,
Melbourne, VIC 3001. Tel: ASQA on 1300 701 801**

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Name of Complainant

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**Chief Executive Officer
Sarah Brennan**

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**Signature of Complainant
RTO_91463**

All High Risk Training Pty Ltd

Date:/...../.....

Date:...../...../.....

Office Use Only:	CEO Signature:
Date Form received	Description of follow up and resolution:
Actioned date:	
Follow up date:	
Resolution date:	Recorded in AHR Complaints & Appeals Register date: