



Complaints and appeals lodgement form

This form is to be used to lodge a formal complaint or appeal.

This includes general complaints (internal or external) and appeals.

Please refer to the TLC Learning complaints and appeals policy and procedure located on our website www.tlclearning.edu.au. A complaint or request for appeal must be made within 15 working days of the event, circumstance or decision that is the subject of the complaint or request or appeal.

Instructions:

Please complete as many fields with as much detail as possible.

TLC Learning will provide written acknowledgement of receipt when your form has been received, within two (2) working days of receiving it.

If you have questions about this form or you require assistance to complete it, please contact the TLC Learning manager at 03 94587709 or mycareer@tlclearning.edu.au

Definitions

What is a complaint?

A complaint is an expression of dissatisfaction with a specific action, service or process of TLC Learning or an allegation involving the conduct of:

- TLC Learning, its trainers, assessors or other staff
- a third party providing services on behalf of TLC Learning, its trainers, assessors or other staff, or
- a student of TLC Learning

What is an appeal?

An appeal is a request for a review of decisions made by TLC Learning (or a third party providing services on the RTO's behalf), including decisions about assessment.

Please tick the appropriate option

Complaint	
Appeal	

Personal Details

Name



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Address	
Mobile	
Email	
Postcode	

Complaint and Appeal details

Date of event , circumstance or decision that is the subject of the complaint or request for appeal:

Details of Complaint/ Appeal :

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What outcome are you seeking? Do you have a suggested remedy for the complaint or the appeal?

Declaration: *I declare that the information provided in this form is, to the best of my knowledge, true and correct. I have read and understand the Complaints and Appeals process.*

I acknowledge that TLC Learning may use the information provided by me to investigate the complaint or appeal. I understand that this information may also be used for continuous improvement of TLC Learning policies, procedures and processes.

Are you attaching supportive evidence? Please enter the name of the documents in the text box provided	Yes	No	Enter names of the documents provided

Name	Signature
Date	

If you are under the age of 18, please get your parent or guardian's signature

Name	Relationship to Learner	Signature
Date		



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Office use only
Complaints/ appeals response

<i>Name of the recipient</i>	
<i>Date received</i>	
<i>Sent written correspondence within 2 business days</i>	<i>Yes / No (CIRCLE ONE)</i>
<i>Resolution and advise due by (Add 30 calendar days)</i>	<i>Yes / No</i> <i>Date due:</i>
<i>Recorded in Continues Improvement register</i>	<i>Yes/ No</i>
<i>Recorded in Complaints register</i>	<i>Yes/ No</i>
<i>Action Taken</i>	
<i>Date:</i>	<i>Details:</i>
<i>Date:</i>	<i>Details:</i>
<i>If more than 30 days are required please provide reasons:</i>	
<i>Date</i>	<i>Details:</i>
<i>Compliant/ Appeal Resolved:</i>	<i>Yes / No</i>
<i>Complainant notified?</i>	<i>Yes / No</i> <i>Date</i>
<i>Management signature:</i>	<i>Date:</i>