

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 at 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 1300 852 532 or info@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.

Personal Details

Name			
Address			
Mobile			
Email			
Course enrolled in			
This is	<input type="checkbox"/> A Complaint <input type="checkbox"/> An Appeal		

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OFFICE USE ONLY			
Name of the recipient		Date received	
Written correspondence sent within 2 business days	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date sent	
Resolution and advise due by (Add 30 calendar days)	Date due:		
Recorded in Complaints register	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Date & Details of Action Taken			
If more than 30 days are required please provide reasons:			
Compliant/ Appeal Resolved:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Complainant notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date notified	
Recorded in Continues Improvement Register	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable		
Management signature:			