

Complaint Record

Complainant Details	
Name:	
Contact details:	
Date:	

Complaint Details	
Course:	
<p>Please outline your complaint:</p> <p><i>Please include an outline of the issue in detail</i></p> <p><i>What happened</i></p> <p><i>When did items occur</i></p> <p><i>Who was involved</i></p> <p><i>Note: Please refer to the Child Safety & Wellbeing Policy and procedures for requirements in the management of all child safety & wellbeing related incidents</i></p>	
Why do you think this issue has occurred?	
What actions would you like to happen in order to resolve this issue?	

Complaint Handling – Animal Academy Representative	
Complainant type:	<input type="checkbox"/> Student <input type="checkbox"/> Student Representative <input type="checkbox"/> Client <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Stakeholder <input type="checkbox"/> Third Party Partner <input type="checkbox"/> Other:
Complaint received by:	<input type="checkbox"/> By telephone <input type="checkbox"/> By email <input type="checkbox"/> In person <input type="checkbox"/> By letter / mail <input type="checkbox"/> Other:
RTO personnel receiving complaint:	
Complaint raised against:	<input type="checkbox"/> RTO <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Individual Working Under Direction <input type="checkbox"/> Student of the RTO <input type="checkbox"/> Industry Expert <input type="checkbox"/> Workplacement <input type="checkbox"/> RTO Third Party Partner
Details:	
Complaint assessment:	<i>Safety Concern?</i> <i>Need for Immediate Action?</i> <i>Likelihood of Compensation?</i> <input type="checkbox"/> Urgent <input type="checkbox"/> General
Immediate action taken (if any):	
The due date for a response:	ASAP and by:
Date written acknowledgement sent:	
Complaint handling allocated to:	
Identified primary cause of complaint:	<input type="checkbox"/> Time / Response Issue <input type="checkbox"/> Communication Issue <input type="checkbox"/> Training Product / Course Issue <input type="checkbox"/> Client Needs Not Defined Issue <input type="checkbox"/> Poor response to information request <input type="checkbox"/> Personnel Issue <input type="checkbox"/> Promises Not Delivered Issue <input type="checkbox"/> Other:

Complaint Handling – Animal Academy Representative			
	<input type="checkbox"/> Client Service Issue		
Recurrent problem?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Further complaint details:			
Actions taken to resolve complaint:			
Continuous Improvement Record raised:	<div style="text-align: right;"><i>Include reference number if applicable</i></div>		
Actions taken to prevent reoccurrence:	<input type="checkbox"/> Update to course / training product <input type="checkbox"/> Provision of additional information <input type="checkbox"/> Amended system / policy / procedure <input type="checkbox"/> Personnel training conducted <input type="checkbox"/> Personnel support undertaken <input type="checkbox"/> Other:		
Written confirmation to complainant:	<input type="checkbox"/> Attached	Date despatched: Method of despatch:	
RTO Manager name & signature:		Date:	