

## D011-01 Complaints and Appeals Form

Norgrove Training encourages any person who is dissatisfied by an action or decision related to Norgrove Training's services to submit this Form so that the matter may be reviewed.

Norgrove Training has a duty of care in ensuring students, staff and all our valued stakeholders experience an environment which is free of coercion, unfair treatment, or harassment. Norgrove Training is constantly reviewing and updating its policies and practices, and any complaint and appeal will help us to identify any systemic problem so that we may provide the best services possible.

### PART 1: Instructions

In the first instance, your complaint or appeal should be discussed informally with the staff member involved. Wherever possible, you are encouraged to resolve your dispute informally. However, if your complaint or appeal cannot be managed informally, please complete, and submit this form to the RTO Manager.

#### Our processes for handling complaints and appeals

- All formal complaints and appeals will be dealt with promptly by a senior Norgrove Training staff member. Acknowledgement of the complaint will be made in writing and within 10 working days of receipt.
- In most instances of a complaint, we will arrange a time to discuss your issue. You are welcome to bring a friend or independent advocate to the meeting however must advise Norgrove Training's RTO Manager at least 2 working days prior to the meeting of the person.
- To be considered, an appeal about a decision made by Norgrove Training MUST be lodged within 5 working days of advice of the decision. Norgrove Training will set up an Appeals Review Committee to consider the appeal.
- Norgrove Training will advise you in writing if it believes that the investigation will take more than 60 days and commits to keeping you up-to-date with progress.
- Internal complaints and appeal services are free of charge.
- Norgrove Training will provide all parties with a written report of the outcome of the complaint or appeal within 5 working days of the investigation's findings. If all parties are satisfied with the resolution and agreed actions, the complaint will be closed.
- If you are not satisfied with the resolution and action, a written response should be provided to Norgrove Training's RTO Manager no later than 20 working days from receipt of the outcome of the formal investigation. Norgrove Training will organise for an external mediation. There is no cost to the student for this mediation.

If you would like to also lodge a complaint with an external body, please ask for a copy of our **Complaints and Appeals Policy and Procedure** where you will find details of the various agencies. This information is also made available within the **Student and Staff Handbooks**.

### PART 2: Details of Formal Complaint or Appeal

Please tick : **Complaint**  **Appeal**

Please provide your contact details so we can follow up the issue directly with you.

Name					
Address					
Mobile		Work Ph		Home Ph	

Best time to be contacted:	
Course or training being undertaken with us (if relevant):	
Name of trainer or assessor (if relevant):	

**Please complete the following sections or add another sheet if required.**

Describe your complaint or the decision you want to appeal:

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Date or dates involved: \_\_\_\_\_

Describe any efforts *you* have made to resolve the issue:

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Describe any efforts staff have made to resolve the issue:

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How do you think the situation can be resolved – what do you want to happen?

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**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please forward your completed form to the RTO Manager. Please be sure to include/attach as much evidence as possible. We will contact you within 10 working days to arrange a time to discuss your complaint or appeal.**

**Submission Details: Please submit your Form and accompanying evidence to Norgrove Training's Reception area or forward to:**

The RTO Manager

Email: [ntadmin@norgrovetraining.com.au](mailto:ntadmin@norgrovetraining.com.au)

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**OFFICE USE ONLY:**

1. Notified of time to discuss the matter:      Yes / No    Date:

2. Delegate appointed to manage the process: \_\_\_\_\_

3. Action Taken:

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4. Outcomes and Reasons (to be provided in writing within 5 working days):

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5. Date of Advice of Outcome: \_\_\_\_\_

6. Complainant's response (if any – please attach):

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7. Date of Lodgement on Complaints and Appeals Register (with initials) \_\_\_\_\_