

**DI-FM816**

## Complaints & Appeals Form

This form should be used by Delta Institute students or alumni to lodge a formal complaint or appeal.

Please provide as much detail as possible. Email the completed form and attachments to [course@deltainstitute.edu.au](mailto:course@deltainstitute.edu.au), addressed to the RTO Operations & Compliance Manager.

### SECTION 1 – to be completed by complainant/appellant

<b>Full Name:</b>			
<b>Email Address:</b>			
<b>Postal Address:</b>			
<b>Contact Number:</b>			
<b>Nature of Complaint:</b>	<b>Date of event:</b>		
	<b>Location:</b>		
	<b>Person/s involved:</b>		
	<b>Assessment:</b>		
	<b>Reason for complaint or appeal:</b>		
	<b>Other relevant information:</b>		
<b>Please list and attach any supporting documents in relation to the complaint or appeal:</b>			
<b>Have any steps been taken to resolve this complaint prior to lodgement of this complaint?</b>	<input type="checkbox"/> Yes – please provide details  <input type="checkbox"/> No – please provide reasons why		
<b>What outcome are you seeking?</b>			
<b>Date of submission:</b>		<b>Signature:</b>	

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### SECTION 2 – to be completed by RTO Operations & Compliance Manager

Form Number:			
Student Number:			
Added to C&A Register?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Forwarded to CEO?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Has review process closed out?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
If yes, close out on C&A Register?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Added to CI Register where required?	<input type="checkbox"/> Yes	Date:	
	<input type="checkbox"/> No		
Comments:			
Date:		Signature:	