

## Grievance and appeals form

Any person wishing to make a complaint against National Technical Training concerning its conduct as an RTO, whether a grievance, appeal or other matter should use this form. All formal complaints will be heard and decided within 15 working days of the receipt of the written complaint by National Technical Training.

**Please complete this form and return to National Technical Training.**

Surname: \_\_\_\_\_ First name: \_\_\_\_\_

Date: \_\_\_\_\_

Complaint type: \_\_\_\_\_ Formal / Informal

*Circle one*

Nature of grievance/appeal: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Candidates Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parents Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*If applicable*

### Office use only

Date received: \_\_\_\_\_

Received by: \_\_\_\_\_ Position: \_\_\_\_\_

RTO comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RTO Follow up/action: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Feedback given to complainant:  Yes  No