

WHO- Complaints Form

To initiate a complaint, the staff/student/client must complete this complaints form. This form should be submitted to the Operations Manager within 28 days of the occurrence. If the person making the complaint is unable to complete the complaint form it is recommended that the complainant seek the assistance of an impartial person.

The aim is to resolve complaints as quickly as possible, in accordance with Riverina Community College's Complaints and Appeals Policy.

We will accept anonymous submissions; however, our ability to investigate and respond may be limited.

If you are under 18 years of age and this complaint refers to legal issues, we will include your guardian

Details of person making complaint

Name	
Phone	
Email	

Complaint Category – Tick all that apply

<input type="checkbox"/>	Operations (enrolment, fees, certificates etc.)	<input type="checkbox"/>	Staff or student behaviour
<input type="checkbox"/>	Accessibility	<input type="checkbox"/>	Privacy or confidentiality
<input type="checkbox"/>	Safety/environmental concern	<input type="checkbox"/>	Security or facilities
<input type="checkbox"/>	Other- Please detail		

Complaint/Appeal details

Details of your complaint <i>including background information, dates, times, names, location etc.</i> <i>Try to keep to listing the facts in the order that they happened</i>	
What steps have you already taken? <i>List any steps you have already taken, including any communication that has taken place. Please explain why you have not tried to resolve the matter informally, if applicable</i>	
What evidence do you have to support your complaint? <i>List and attach any evidence you have to support your complaint and attach relevant correspondence, emails or documents. Supporting evidence should be forwarded by email with this completed form.</i>	

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<p>Briefly state what outcome you are seeking <i>Please note that the results of our investigations will align with The College RTO's policies and procedures and statutory obligations. The outcome you are seeking cannot be guaranteed.</i></p>	
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Declaration by person making complaint- I hereby declare

- I give consent for my complaint to be forwarded to any relevant area for the management of my complaint.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that intentionally misleading complaints or those made to cause harm may result in misconduct proceedings.
- If my complaint involves someone else's behavior, the details, including my identity, may be shared with the person I am complaining about and potential witnesses for their response.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.
- By signing below, I confirm that the information provided to the best of my knowledge is true and correct. I also consent to the collection, use, and disclosure of my personal information in accordance with the Privacy Notice provided, and I understand the items listed in the student handbook.

Name	
Sign	
Date	

Office Use only	Y/N/Comments	Date	Sign
Acknowledged in writing (within two (2) business days of receipt)			
Resolution and advice due by (add 30 calendar days)			
Details of investigation – include details of dates, party/ies, discussions and documentation reviewed			
In cases where resolution has not been achieved within 30 working days, or if there is an anticipated significant delay, regular updates will be provided until a final outcome is reached.			
Complainant/appellant advised of delay and reasons			
Progress updated provided to complainant/appellant			
Outcome reached – details of outcome and any action required:			

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Reasons for outcome			
Complaints and appeals register updated			
Continuous improvement register updated with future opportunities to be considered raised in the investigation of this complaint/appeal (if applicable)			
Closed Date			