COMPLAINTS AND APPEALS FORM

Australia Wide Forklift Training Centre Pty Ltd
(also trading as Advanced Heavy Vehicle Driver Training Centre)
ABN: 871 0929 9185 RTO NO: 21784

To make a complaint or an appeal fill out this form, attach any supporting evidence and hand it to AWFTC staff for forwarding to Management. AWFTC will follow the formal complaints and appeals procedures outlined in the AWFTC policy documents. The completed form, any supporting evidence or correspondence and the outcome of the investigation will be forwarded to the person submitting the form.

Student Name:	Student ID Number:
Address:	
Telephone:	Date of Incident:
Course:	Type of Incident: Complaint ☐ Appeal ☐
Please describe the complaint or appeal and the desired outcome sought:	
Student Signature:	Date:

For Office Use Only

Management Investigation Outcome:	
Complainant informed in writing: ☐ Yes ☐ No	
Recorded in Complaints and Appeals Register: ☐ Yes ☐ No	Raised at RTO Meeting Date:
Signed:	Date: