

Bright Education are committed to providing you with the best possible service and to improving our services. You can use this form at any time to lodge a formal complaint or appeal including an appeal against our assessment decisions. However, if you have a complaint or wish to appeal any decisions we urge you to first try to informally discuss the issue with the person concerned, your trainer or the RTO Manager.

DEFINITIONS:

Complaint: an action taken by a participant or rectification of an issue in response to their dissatisfaction/ disapproval with any aspect of the operation of Bright education. Options, other than the result of an assessment. The issues, of which a participant/trainee may lodge a complaint/grievance include, but is not limited to:

- a policy or procedure, fees, teaching/delivery styles etc.

Appeal: an action by a participant to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

1. Personal Details				
Surname		Given Names		
Address				
Suburb		State		Post Code
Tel (Work)		Mobile		
Email				
D.O.B				
2. Nature of Complaint or Appeal				
I wish to lodge a		<input type="checkbox"/> Compliant	<input type="checkbox"/> Appeal	
Qualification and/or Units of Competency		List		
Please describe the details of the complaint or appeal (you may attach supporting documentation if required)				
Have you taken any steps to resolve this issue? If yes please provide details.				
2. Nature of Complaint or Appeal (continued from previous page)				
What outcome would you like to see from raising this complaint / appeal?				

Students Signature: _____ Date: _____

OFFICE USE ONLY

Wanted resolution or outcome		
<input type="checkbox"/> Refund or Credit Note	<input type="checkbox"/> Meeting with RTO / General Manager	
<input type="checkbox"/> Appeal passed (assessment re-marked)	<input type="checkbox"/> Other (please specify)	
Appropriate Action Applied		
<input type="checkbox"/> Participant informed of outcome (letter attached)	Initial	Date
<input type="checkbox"/> Other, please specify	Initial	Date
<input type="checkbox"/> Raised at RTO Meeting (Management Meeting)	Initial	Date
Comments related to actions applied:		
<hr/> <hr/> <hr/> <hr/> <hr/>		
Signature	Date	