Suite 35, 160 South Gippsland Hwy,
Dandenong South VIC 3175
Phone: 1300 11 22 82
Email: enquiries@bcta.vic.edu.au
RTO No: 22597

Complaints and Appeals Form

Name: .....

Contact Details: .....

Date: / /

Staff member responsible for dealing with the complaint/appeal.....

Nature of the Complaint/Appeal.....

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Please provide a detailed description of the events surrounding the complaint/appeal, including relevant dates.....

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What do you propose would be a satisfactory resolution? .....

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Please attach any supporting documentation

Complainant/Appellant Signature.....

Date / /

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Dandenong South VIC 3175
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Email: enquiries@bcta.vic.edu.au
RTO No: 22597

OFFICE USE ONLY:

Date Received / /

Action Taken.....

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Agreed Outcome

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❑ Complainant/Appellant has been notified of the outcome in writing and advised of their options from here

Training Manger Signature.....

Date / /