

Complaints and Appeals Form



Please use this form to lodge your complaint or appeal. It is to outline your complaint or appeal and attach any supporting documentation.

Indicate what your grievance is:

<input type="checkbox"/> Complaint Initial notification of an issue that has occurred	
<input type="checkbox"/> Internal Appeal Complaint against a decision that has been made by the RTO or an assessment decision	<input type="checkbox"/> External Appeal Please find details about external appeal on second page

Have you made an attempt to resolve your complaint informally? Yes No

Date of submission	
Name of complainant	
ID / or other relevant no.	
Email and Phone	
Nature of complaint / appeal	
Detailed Description of Complaint: (Include an outline of your complaint with details of dates and people involved, attachments (if applicable), please add a separate sheet if more space is needed)	
Signature	
Date	

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External Appeal

The purpose of the external appeals process is to consider whether Ultimate Institute has followed its learner complaint and appeals procedure or not to make a decision in place of Ultimate Institute. For example, if a learner appeals against his or her subject results and goes through Ultimate Institute internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

For external appeals the independent mediator will be the IAMA (Institute of Arbitrators and Mediators Australia), website www.iama.org.au, phone (03) 8648 6578. The cost of mediation is to be shared equally between the parties involved in mediation.

The external appeals procedure will be determined by the IAMA.

Following the receipt of the outcome of the external appeal Logitrain Institute will immediately implement the decision and convey the outcome to you.

For Logitrain Institute Australia use only		
		Remarks
Complaint/Appeal logged in Complaints and Appeals Register	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Complaint/Appeal Addressed/Resolved	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Complaint/Appeal escalated to Management/CEO	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Complaint/Appeal escalated to external mediator	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Complaint outcome notified in writing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Appeal outcome notified in writing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Comments:		