



<b>Form No:</b>	CF-005	
<b>Form Name:</b>	Complaints & Appeals	

**AREA OF SERVICE- COMPLAINTS & APPEALS**

Before lodging a formal complaint about a decision made by a staff member, products or services provided by the RTO, students are requested to carefully read the RTO’s Complaints & Appeals Policy & Procedure. For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to RTO’s website [www.hammond.edu.au](http://www.hammond.edu.au)

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes. Completed Complaints & Appeals Forms should be submitted, to the compliance manager or posted to main campus:

<b>Please tick the appropriate box Below:</b>		
<input type="checkbox"/> Complaint	<input type="checkbox"/> Internal Appeal	
<b>Full Name: Mr. / Ms.</b>		<b>Date:</b>
<b>Position:</b>	Staff <input type="checkbox"/>	Student <input type="checkbox"/> Other <input type="checkbox"/> (Please specify):
<b>If student, please supply Student ID No:</b>		
<b>Contact phone No:</b>	<b>Email:</b>	
<b>Course undertaking:</b>		
<b>Teacher/s:</b>		
<b>Date/s of event complaint refers to:</b>		







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<b>Signature:</b>	<b>Date:</b> / /
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**Office Use Only**

<b>Signature Manager:</b>	<b>Date:</b> / /
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