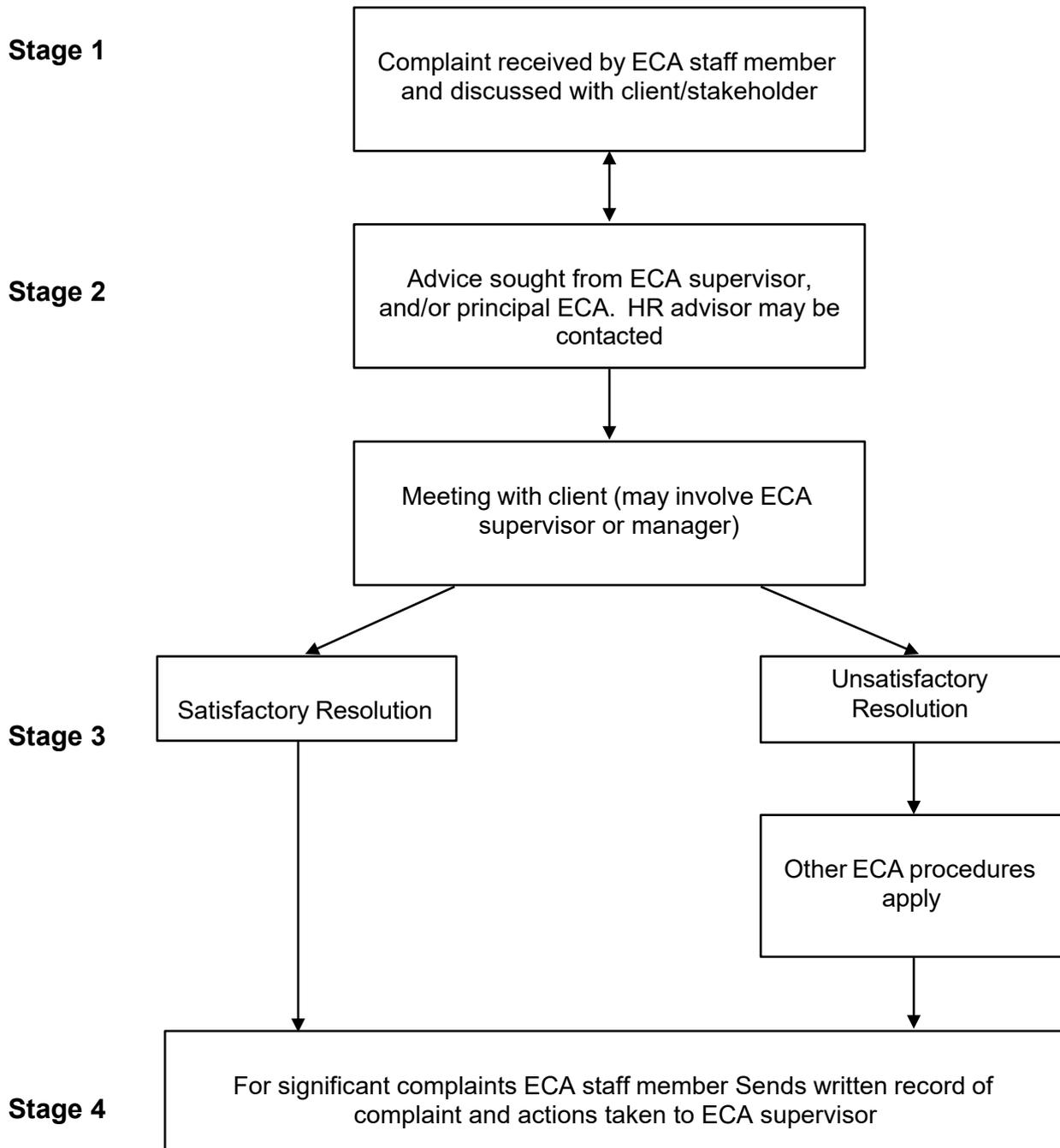


Complaint and Appeals Procedure

Figure 1

Complaint handling procedure



NOTE: If a complaint or appeal cannot be resolved internally, the complainant may seek external review through the appropriate regulatory authority



Complaint and Appeals Procedure

Purpose: This form is to be used to record details of complaints from clients or stakeholders about ECA service provision. Part A can be completed by the person lodging the complaint (complainant) or by an ECA staff member. Part B is used to record action taken to address the complaint.

ECA ensures that all complaints and appeals are handled fairly, impartially, and without victimisation, in accordance with the Standards for RTOs 2025.

This form is available to students via the Learning Management System (LMS) or from RTO Administration upon request

Part A: Complaint **OR Appeal**

Complainant: _____ **Date:** _____

Details of the Complaint or Appeal

Part B:

Describe the potential solution/outcome discussed between ECA and client/stakeholder:

Agreed timeframe for implementation of solution/outcome:

Complaint Reported to:

Name: _____ **Position:** _____

Contact Number: _____ **Date Complaint Received:** _____

Review Record:

Evaluate the effectiveness of the solution, and outcomes:

Note: Review is to be undertaken one month from date of initial complaint.



Complaint and Appeals Procedure

Retain this form locally, and forward a copy of forms to the Deputy Director, Planning and Quality following completion of the local action required.