



COMPLAINTS AND APPEALS FORM

Australia Wide Forklift Training Centre Pty Ltd

(also trading as Advanced Heavy Vehicle Driver Training Centre)
 ABN: 871 0929 9185 RTO NO: 21784

To make a complaint or an appeal fill out this form, attach any supporting evidence and hand it to the General Manager. They will follow the formal complaints and appeals procedures outlined in the AWFTC Operating Manual. This form and any supporting evidence or correspondence will be filed.

Student Name:	Student ID Number:
Address:	
Telephone:	Date of Incident:
Course:	Type of Incident: Complaint <input type="checkbox"/> Appeal <input type="checkbox"/>
Describe the nature of the complaint/appeal:	
Describe any efforts made to resolve the issue:	
Student Signature:	Date:

For Office Use Only

Detailed Action Taken:.....	
.....	
.....	
.....	
.....	
.....	
Complainant informed in writing: <input type="checkbox"/> Yes <input type="checkbox"/> No	
Noted in Continuous Improvement Register: <input type="checkbox"/> Yes <input type="checkbox"/> No	Raised at RTO Meeting Date:
Signed:	Date: