

# Complaints and Appeals Form

## Complaints

CivilEdge understands that a situation may arise when you wish to lodge a complaint or appeal in regard to services provided by CivilEdge. Before you lodge this form, we encourage you to try to settle any complaint or grievance directly with the person(s) concerned. Alternatively, please contact our RTO Administrator on 1300 725 483 who may be able to assist with a prompt resolution.

Otherwise please complete this form and email to [info@civiledge.com.au](mailto:info@civiledge.com.au)

<b>Date of submission:</b>			
<b>Name of Complainant:</b>			
<b>If you could like to lodge a complaint related to a particular course or training session please give the details below:</b>			
<b>Course Title:</b>			
<b>Date/s Attended:</b>			
<b>Trainer Name (if known):</b>			
<b>Complaint Details:</b> (please attached extra pages if required)			
<b>What would you like to see happen?</b>			
<b>Declaration:</b> I declare that the information provided by me to the best of my knowledge is accurate and truthful and can used to investigate the complaint.			
<b>Signature:</b>		<b>Date:</b>	

### Office Use Only:

Date added to register:	Assigned to:
Decision date (15 days):	Date of resolution:
Determined resolution:	

# Complaints and Appeals Form

## Appeals

If you are not satisfied with the outcome of a formal complaint, an assessment conducted, a deferral, suspension or cancellation decision you can appeal the decision made by CivilEdge (where reasonable grounds can be established) using this form.

Please complete this form email to [info@civiledge.com.au](mailto:info@civiledge.com.au)

<b>Date:</b>			
<b>Name:</b>			
<b>If you would like to lodge an appeal related to deferral, suspension or cancellation please give details of the assessment, unit or course below:</b>			
<b>Course Title:</b>			
<b>Unit:</b>			
<b>Assessment and date it took place (if applicable):</b>			
<b>Details and Grounds for Appeal:</b> (please attached extra pages if required)			
<b>If you would like to lodge an appeal related to a previous complaint please give details below:</b>			
<b>Complaint and Outcome Details:</b>			
<b>Declaration:</b> I declare that the information provided by me to the best of my knowledge is accurate and truthful and can be used to investigate the appeal.			
<b>Signature:</b>		<b>Date:</b>	

### Office Use Only:

Date added to register:	Assigned to:
Decision date (15 days):	Date of resolution:
Determined resolution:	