

Form No:	CF-005	 Hammond Institute WHERE STUDENTS COME FIRST
Form Name:	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

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:

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

Form No:	CF-005	
Form Name:	Complaints & Appeals	

What would you like to see happen because of this complaint? (You may wish to attach further documentation).

(If complaint received in person) I agree that all the information provided is true and correct

Signature:	Date: / /
Office Use Only	
Signature Manager:	Date: / /