

Information for Applicants lodging a Complaint or Appeal

- Complaints should only be lodged in writing if you have been unable to resolve your issue or concern informally.
- Appeals should be lodged to review a decision that has previously been made and must be made within **ten (10)** working days of the original decision having been made.
- You will receive written acknowledgment of your lodged complaint or appeal within **two (2)** working days upon FCIA Training Academy having received your complaint or appeal.
- FCIA Training Academy will endeavour to resolve complaints and appeals within a reasonable timeframe – usually **20** working days upon receipt of the written complaint or appeal or as soon as practicable. However, in some cases, particularly if the matter is more complex the resolution may take longer.
- Applicants may be asked to provide additional information to support their complaint or appeal.
- Please complete **ALL** fields on this form.
- Please submit the completed form to the FCIA Training Academy info@fciatrainingacademy.org.au

Part A – Applicant

Personal Details

First Name		Surname	
Mobile		Email	
Company Name			
Company Address			
Company Contact			

Part B – Complaint or Appeals Information

Type of issue	<input type="checkbox"/> Appeal	<input type="checkbox"/> Assessment Appeal	<input type="checkbox"/> Complaint
Does the complaint involve?	<input type="checkbox"/> RTO	<input type="checkbox"/> Trainer/Assessor	<input type="checkbox"/> RTO Staff <input type="checkbox"/> Another Learner
Have this been reported to another agency?	<input type="checkbox"/> No <input type="checkbox"/> Yes please list		

Complaint or Appeal Summary

(Please outline the appeal issue or the complaint in as much detail as possible. Any supporting documents should be added to this form).

Complaints and Appeals Form

Part C – Applicant Declaration

By signing this declaration, I _____ verify that:

- The above information is true and accurate
- I have not provided any false or misleading information
- I am happy to supply any other information if requested

Name

Signature

Date

If student is under 18 years of age, this section must be signed by a parent or guardian

Parent/guardian Name

Date

Signature

Office Use Only – FCIA Training Academy

Date Complaints & Appeals form Received

Form Received by

Entered on Complaints Register

Yes No

Date

Complaints/Appeals Register Number

Priority

Monitor

High

Medium

Low

Details entered into Register by

Date