

Complaint and Appeal Form

Adamattrin Pty Ltd as Trustee for Mesaric Family Trust T/A Forme Education

[ABN: 43 288 767 600 ACN: 130 686 001]
[RTO No. 31744]



Purpose

Forme is committed to the highest standards of education and professional services and providing an effective, efficient, timely, fair and confidential process for resolving academic and non-academic grievances (complaints and appeals).

You can use this form at any time to:

- + Lodge a formal complaint,
- + Appeal against a decision by Forme,
- + Request a review of a decision
- + Appeal an assessment decision.

Please ensure you have accessed our full procedure which is available on our website, or you can request a copy to be provided to you.

Section 1 Contact Details

Learner Name:

Date:

Email:

Telephone:

How would prefer us to contact you to follow-up?

Email

Phone

Is this a:

Complaint

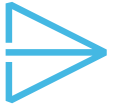
Appeal

Request to review a refund or re-credit decision?

Section 2 Details of complaint or appeal or reasons for review of decision

Please describe the nature of your complaint or appeal or the reasons for reviewing a refund or re-credit decision. Please provide as much information as possible to enable us to investigate fully, such as the date, time, place, any people involved, or relevant background information including special circumstances.

Ensure that you provide copies of all supporting evidence.



Have you taken any actions to resolve this issue?

Yes. Please provide some details of the actions taken.

No.

What outcome(s) are you expecting or seeking from this complaint or appeal? How do you think this issue can be resolved - what do you want to happen?

I confirm that the information I have provided about this issue is true and accurate

Signature

Date

To be signed by the person making the complaint/ appeal/ request for review of decision.

Section 3 Forme Use

Compliant/ Appeal Reference _____

Detail the actions to be taken to resolve the complaint or detail reasons for decision



Receipt of complaint / appeal acknowledged in writing. Date _____

Actioning Officer Name: _____

Recorded in Improvements / Complaints Register Date _____

Actioning Officer Name: _____

Necessary actions have been taken (If not, specify why?)

Actioning Officer Name: _____

Has the complaint / appeal been resolved?
If no, detail further actions to be undertaken

Yes

No

The learner has been advised in writing of the outcome / progress of the complaint / appeal

Date _____

Actioning Officer Name: _____

Complaint and Appeal form to be retained securely with all supporting documentation for 5 years and referenced in the Improvement/ complaint register.