

 <p>Catholic Regional College Institute Of Training RTO 22427</p>	<h2>Catholic Regional College Institute of Training</h2> <h3>Registration No. 22427</h3>		
<b>Department</b>	Vocational Education & Training		
<b>Quality Controlled Document Title</b>	Complaints and Appeals Form	<b>Date</b>	March 2026
<b>Version</b>	7	<b>Review</b>	March 2027

### Instructions to Applicant

In the first instance, student, parents/guardians/carers or members of the college community should refer to the [College Complaints Handling Policy](#).

The CRCIT Complaints and Appeals Policy/Procedure addresses complaints and appeals across the following areas:

- Enrolment process: ensuring fair and transparent procedures are followed during student enrolment.
  - Quality of training and assessment: addressing concerns related to the standard of training delivery, assessment methods, and educational outcomes.
  - Student progress, support, and assessment requirements: providing opportunities for students to appeal issues related to their academic progress, support services, or assessment requirements.
  - Assessment outcome/result: offering students the right to appeal assessment results if they believe the outcome is unfair or incorrect.
  - Response to initial complaint decisions: establishing a clear and timely process for responding to student appeals, ensuring issues are addressed promptly and impartially.
1. Complaints can be submitted in any form, including verbal or written communication, and do not need to be formally documented by the complainant to be acted upon. However, for efficient resolution, student, parents/guardians/carers or members of the college community (complainant) are encouraged to submit their complaints in writing using this form.
  2. Complete this form and submit to the RTO present the completed form to the RTO office or email [rtoadmin@cracs.vic.edu.au](mailto:rtoadmin@cracs.vic.edu.au).
  3. Appellants who wish to appeal a decision must present the completed form to the RTO office or email [rtoadmin@cracs.vic.edu.au](mailto:rtoadmin@cracs.vic.edu.au).
  4. Appeals should be lodged within 28 days of when the decision or finding was communicated to the appellant. However, the RTO will review all assessment outcome appeals, regardless of timeframe.

Student Name	
Student ID	
Student Course	
Trainer / Assessor	
<b>DETAILS OF YOUR COMPLAINT OR APPEAL</b>	
Date of occurrence	
Location (if applicable):	
Name(s) of Person(s) Involved (if applicable):	
Nature of the Complaint/Appeal (please tick):	<p>The CRCIT Complaints and Appeals Policy/Procedure addresses complaints and appeals across the following areas:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Enrolment process: ensuring fair and transparent procedures are followed during student enrolment.</li> <li><input type="checkbox"/> Quality of training and assessment: addressing concerns related to the standard of training delivery, assessment methods, and educational outcomes.</li> <li><input type="checkbox"/> Student progress, support, and assessment requirements: providing opportunities for students to appeal issues related to their academic progress, support services, or assessment requirements.</li> <li><input type="checkbox"/> Assessment outcome/result: offering students the right to appeal assessment results if they believe the outcome is unfair or incorrect.</li> <li><input type="checkbox"/> Response to initial complaint decisions: establishing a clear and timely process for responding to student appeals, ensuring issues are addressed promptly and impartially.</li> </ul>

<p>Description of Complaint/Appeal  <i>(Please provide a detailed description of your complaint/appeal, including key facts, relevant dates, and any actions you have taken to resolve the issue.)</i></p>	
<p>Supporting Evidence  <i>(Attach any relevant documents, emails, or other evidence that supports your complaint/appeal.)</i></p>	
<p>Preferred Resolution          (What outcome do you seek from this complaint/appeal?)</p>	

By signing this form, I certify that the information provided is true and correct

Signed ..... Date...../...../.....

- The RTO Manager will finalise a response and provide the complainant/appellant with a written resolution within ten (10) working days of receiving the complaint or appeal. The response must include:
  - A summary of the review process undertaken.
  - Findings and any actions taken in response to the complaint.
  - Identified outcomes or resolutions.

**OFFICE USE ONLY:**

Indicate outcome of process and action taken.

RTO Manager ..... Date...../...../.....