

## Complaint Appeal Form

### **About this Form:**

If you are unsatisfied by the resolution of your Complaint, you may lodge a Complaint Appeal by submitting this form. Construction Industry Training Australia Pty Ltd's Complaint Appeal Procedure (PR 8.1) outlines the process and timeframes for the investigation.

### **Completing this Form**

Please complete all fields in this form. You may wish to attach additional information to support your Complaint Appeal.

### **Submitting this Form**

Please submit this completed form to the Student Resolutions Team by email at [complaintappeals@opencolleges.edu.au](mailto:complaintappeals@opencolleges.edu.au)

**About you**

First Name	Click here to enter text.	Surname	Click here to enter text.
Student Number	Click here to enter text.	Date	Click here to enter text.

Have you submitted a Complaint in relation to the concerns or issues covered in this form?	<input type="checkbox"/> No. Please refer to the Complaints procedure (PR8.1) and submit a Complaint Form before completing this form.
	<input type="checkbox"/> Yes. Please provide Case Number: <a href="#">Click here to enter text.</a>

**Please provide a detailed outline of your complaint appeal**

Please be as specific as possible, including any relevant names, references to Open Colleges’ policies and procedures, dates and times.

You may wish to attach additional documentation.

**How would you like Open Colleges’ to resolve your complaint?**

**How can we improve this document?**

If you can identify opportunities for us to improve this document, please email [info@citatraining.edu.au](mailto:info@citatraining.edu.au). This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.