



45147 MacKillop Catholic College – Registered Training Organisation

6.2.1 Appeals Form

To address a complaint, learners or clients are asked to refer to our Complaints and Appeals Process which can be found on the College website.

To provide written notification of a complaint or appeal, please complete **the blue sections** of the form and

- take it to College Administration or the RTO Manager, or
- email to the RTO Manager rachel.taylor@nt.catholic.edu.au
or Principal lauretta.graham@nt.catholic.edu.au or
- post to MacKillop Catholic College PO Box 2608 Palmerston NT 0831.

Name:		
Phone contact (optional)		
Preferred contact(email*/address*) (We are required to provide you with written acknowledgement of having received your complaint)		
Have you already approached anyone in the College RTO and discussed the situation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Name:	
	Date:	

Developed By:	41457 MacKillop Catholic College – Registered Training Organisation		
Content Owner:	RTO Manager		
Approved By:	Lauretta Graham - CEO/Principal		
Approved Date:	January 2018	Date Reviewed:	December 2017
Dates Reviewed:	December 2018	Version	V1.0 January 2018

Please give a detailed description of your appeal:

(Please attach an additional written explanation if there is insufficient space provided below.)

What would you like the outcome to be?

Date:

Signature:

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Office use:			
RTO Manager(or delegated person) comments on outcome of investigation.			
<i>Please attach additional written explanation if insufficient space provided below</i>			
Date received: ____/____/20__		Date finalised: ____/____/20__	
Resolved to client satisfaction		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If 'No', what further action is required?			
Root cause of problem determined and preventative action implemented		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If 'No', what further action is required?			
Actioning officer name:		Actioning officer signature:	
Please attach all supporting documentation.			
(All complaints and appeals will be handled in a professional and timely manner. All complaints and appeals will be confidential and will have a response within 14 working days)			

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