


<b>Policy No:</b>	CF-005	
<b>Policy Name:</b>	Qualification Development and AQF Pathway Policy	

## AREA OF SERVICE- COMPLAINTS & APPEALS

Before lodging a formal complaint about a decision made by a staff member, products or services provided by the RTO, students are requested to carefully read the RTO's Complaints & Appeals Policy & Procedure.

For the complete and current policies, procedures, documentation, forms, etc. relating to this information, please refer to RTO's website [www.hammond.edu.au](http://www.hammond.edu.au)

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes. Completed Complaints & Appeals Forms should be submitted, to the compliance manager or posted to main campus:


<b>Please tick the appropriate box Below:</b>	
<input type="checkbox"/> <b>Complaint</b>	<input type="checkbox"/> <b>Internal Appeal</b>
<b>Full Name: Mr. / Ms.</b>	<b>Date:</b>
<b>Position:</b>	<b>Staff</b> <input type="checkbox"/> <b>Student</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/> <b>(Please specify):</b>
<b>If student, please supply Student ID No:</b>	
<b>Contact phone No:</b>	<b>Email:</b>
<b>Course undertaking:</b>	
<b>Teacher/s:</b>	
<b>Date/s of event complaint refers to:</b>	

<b>Form No:</b>	CF-005
<b>Form Name:</b>	Complaints & Appeals



**Describe your complaint or Appeal (Include dates, time and other people involved if appropriate)  
(You may wish to attach further documentation).**


**What have you done to resolve the complaint?**


Form No:	CF-005	 <b>Hammond Institute</b> <small>WHERE STUDENTS COME FIRST</small>
Form Name:	Complaints & Appeals	

What would you like to see happen because of this complaint? (You may wish to attach further documentation).

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**(If complaint received in person) I agree that all the information provided is true and correct**

<b>Signature:</b>	<b>Date:</b> / /
<b>Office Use Only</b>	
<b>Signature Manager:</b>	<b>Date:</b> / /