

RTO Number: 52413ABN 78 625 913 484
PO Box 6127 East Perth WA 6892
Phone: 08 9221 6777

Web: www.amsaustralia.com
Email: admin@amsaustralia.com

Complaints & Appeals Lodgement Form

Your Personal Details							
Full Name							
Address							
		Post Code					
Email							
Phone							
Course Title		Course Date					
Details of your complaint or appeal							
Date of Occurrence							
Reason for your submission/concern							
Occurrences leading up to this submission	Outline any steps taken prior to sul	omitting your forma	l complaint or appeal.				
Outcomes you are seeking from this process							

Document Name: Revision:

Page 1 of 2

: AMS RTO Complaints and Appeals Lodgement Form

Amendment Date:
Expiry Date:

28-09-2023 28-09-2024

Created by: Peer Review: Approved by: Document Number: Amanda Reddicliffe Peter Doble Amanda Reddicliffe PER-TRN-FRM-0003



Does your complaint involve witnesses? (If so, please provide the name/s and contact details of witnesses who are willing to support your claim in the space provided below)						NO		
Witness Details								
Witness1 Name		Contac	tact Number					
Email								
Witness2 Name		Contac	act Number					
Email								
Declaration								
Policy. I confirm that the witnesses listed above (where applicable) may be contacted in an attempt to resolve the issue. I acknowledge that I will be given the opportunity to present my case formally at an interview. I agree that Aerodrome Management Services Pty Ltd may conduct independent evaluation checks and that I may be requested to attend a resolution meeting or submit further information upon request. Should the complaint progress to an external arbitrator, I agree to pay the arbitrator fee. By signing this form, I confirm that the information provided is true and correct.								
Complainant Signature		Da	ate					
Training Department Us	e Only							
☐ Letter of Acknowledgement sent to student (RTO Lead)			Initial		Date			
☐ Complaint recorded (PowerPro)			Initial		Date			
☐ Complaint information forwarded to CEO (RTO Lead)			Initial		Date			
☐ Outcome provided to Complainant (RTO Lead)			Initial		Date			
☐ Complaint Lodgment record closed (PowerPro)			Initial		Date			

Document Name: AMS RTO Complaints and Appeals Lodgement Form Revision: 7

Amendment Date: 28-09-2023 Expiry Date: 28-09-2024 Page 2 of 2 Created by: Amanda Reddicliffe
Peer Review: Peter Doble
Approved by: Amanda Reddicliffe
Document Number: PER-TRN-FRM-0003