



## Complaints and Appeals Form

### 1 Purpose and Scope

1. This form is to be completed by the complainant and submitted to MTTA Head Office.
2. This form should be read in conjunction with the following MTTA Policy.

Item	Name of Policy and Procedure	Additional Comments
1	Complaints and Appeals (Staff, Students and Clients) Policy and Procedure	
2	Equal Employment Opportunity, Harassment, Discrimination and Bullying Policy and Procedure	

### 2 Version Control

Responsible team member	Student Support Mazda RTO function" representative, Mazda Technical Training Australia Pty Ltd
Contact team member	RTO Compliance Representative – Mazda Technical Training Australia Pty Ltd, e: <a href="mailto:mttatraining@mazda.com.au">mttatraining@mazda.com.au</a> p: 03 8540 1800
Superseded documents	1.5
Review date	30 November 2022
File number	PPTA F 20211130 Complaints and Appeals Form Final.docx
Associated documents	

Version	Authorisation	Approved Date	Effective Date
1.6	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 November 2021	30 November 2021



## 2.1 Change History

Version	Authorise by	Approved date	Effective Date	Significant changes
1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	Intentionally blank	Intentionally blank	<ul style="list-style-type: none"> <li>New Document</li> </ul>
1.1	RTO General Manager – Mazda Technical Training Australia Pty Ltd	30 November 2016	30 November 2016	<ul style="list-style-type: none"> <li>Logo</li> <li>GM contact details</li> </ul>
1.2	RTO Manager – Mazda Technical Training Australia Pty Ltd	09 October 2017	09 October 2017	<ul style="list-style-type: none"> <li>Review date</li> </ul>
1.3	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 November 2018	30 November 2018	<ul style="list-style-type: none"> <li>Review date</li> </ul>
1.4	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 November 2019	30 November 2019	<ul style="list-style-type: none"> <li>Review date</li> <li>New Mazda VI</li> </ul>
1.5	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 November 2020	30 November 2020	<ul style="list-style-type: none"> <li>Review date</li> </ul>
1.6	RTO Manager – Mazda Technical Training Australia Pty Ltd	30 November 2021	30 November 2021	<ul style="list-style-type: none"> <li>Review date</li> </ul>



### 3 Complaints and Appeals Form

APPLICANT INFORMATION		
Given Name:		Student Number:
Family Names:		
Date of Birth:		Phone Number:
Postal Address:		
City:	State:	Post Code:
Preferred Email:		
Enrolled Course:		
COMPLAINT AND APPEAL DETAILS		
Complaint relates to: <input type="checkbox"/> Academic matter <input type="checkbox"/> Non – academic matter		
Please provide a statement giving full details of your complaint/appeal Your statement should include the following information: <input type="checkbox"/> Name and title of people involved <input type="checkbox"/> Dates and times of events <input type="checkbox"/> The name of people or organisation you have approached in relation to your complaint/appeal <input type="checkbox"/> The effect the complaint/appeal has had on you <input type="checkbox"/> Copies of any documents relating to your complaint/appeal (e.g. witness statements)		



### STUDENT DECLARATION

Have you?

Described the type of complaint or appeal:       Yes     No

Attached relevant supporting documentation:       Yes     No  
(If applicable)

1. I have read the MTTA's Complaint and Appeal Policy and Procedure.

2. I declare that the information provided by me is true and complete. I acknowledge that the provision of incorrect information or the withholding of relevant information relating to my application may delay the processing of my application.

**DECLARATION:**

*I declare that the information provided and submitted by me on this form along with any supporting documents is accurate in all respects. I acknowledge that the provision of incorrect information may result in the termination of my enrolment with Mazda Technical training Australia Pty Ltd.*

*I declare that I have read and understand the Complaints and Appeals Policy and Procedure as it relates to this application.*

Signature of Applicant:

Date:

### OFFICE USE ONLY

Date Complaint and Appeal Form received:

Date Acknowledgement letter sent to student/client: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (must be within five (5) working days)

Complaint handling Record sheet completed:

MTTA RTO Manager:

Signature:

Date:



Application Outcome	
RTO Manager/MTTA delegate	
Signature:	Date:
Notice of decision sent to student/client (within ten (10) working days)	Name:
	Date: