

Learner Complaint Form

Please refer to Ripponlea Institute Policy: Manage Complaints and Appeals

Where possible all non-formal attempts shall be made to resolve the complaint. Ripponlea Institute encourages open communication and an environment of trust. Therefore, any student with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually or they can contact The Principal. Any staff member can be involved in this informal process to resolve issues.

If the student wishes to place a formal complaint, the form below must be completed with as many details as possible and submitted to the RTO via info@riptonleainstitute.com. Please include:

- a. Date complaint was submitted
- b. Name of complainant
- c. Nature of complaint
- d. Date of the event which led to the complaint
- e. Attachments (if applicable)

Formal Complaint:

Full name of Complainant	
Employer	
Date Submitted	

Describe your complaint, including date(s) where applicable.

What action have you taken to try and resolve this complaint / appeal and on what date(s)?

With whom have you discussed this complaint and on what date(s)?

Do you have a suggested resolution to the issue?

I hereby declare that the information provided on this form is true and correct.

Complainant's Signature	
Date	