

Complaint Form

Relevant Policy

Please refer the [Complaints and Appeals Policy and Process](#) before filling out this form.

Process for Submitting a Formal Complaint

Please complete all sections on the form and attach supporting documents if any to support your complaints. Once you have completed this form, please email studentsupport@upskilled.edu.au.

Your Details

Complainant First Name:		Complainant Surname:	
Submission Date of the Form:		Preferred Contact Details:	Mobile Number: Email Address:
Student First Name (if the complainant is not the student):		Student Surname (if the complainant is not the student):	
Course Name:		Case Number Assigned by Complainant (if applicable):	

Details of Complaint

Please provide a detailed outline of your complaint including the name of Upskilled staff, dates and times that are relevant. If you run out of space, please use separate paper.



Did you speak with Student Support consultant to resolve the complaint?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Did you speak with your PC to resolve the complaint?	YES <input type="checkbox"/>	NO <input type="checkbox"/>



Proposed Resolution Strategies

Please advise how you would like Upskilled to resolve this complaint if the complaint is found to be valid.



Document Name	Version	Approved	Policy Owner	Effective	Review
Complaint Form	4.2	COO	GM Education	01.07.2023	01.07.2024
RTO	RTO 40734 Upskilled Pty. Ltd ABN 14 125 906 676				
Version History	V1 – Initial Form 1.04.2009 V2 - Rebranding 19.09.2018 V3 – Significant changes V4 – Updated formatting V4.1-Added Section on Contacts V4.2 – Reviewed with no change				