



THE MANAGEMENT SCHOOL SYDNEY

MSS EDUCATION PTY LTD (ABN 32 604 489 161) RTO CODE: 41465 CRICOS PROVIDER CODE: 03485E

Head Office: Level 3, 84-86 Mary Street Surry Hills 2010 NSW Australia

TEL/FAX: +61 2 9119 3862 EMAIL: enquiry@tmss.edu.au WEBSITE: www.tmss.edu.au

Complaints and Appeals Form

Complaint: an action taken by a participant or rectification of an issue in response to their dissatisfaction/ disapproval with any aspect of the operation of the college. The problem, of which a participant may lodge a complaint, include, but is not limited to: a policy or procedure, fees, teaching/delivery styles etc. The appeal is an action by a participant to request a re-evaluation of an assessment resulting from dissatisfaction or disagreement with a result awarded.

Student's name:		Student's ID:	
Address:			
Contact Number:			
Email address:			
Qualification or Unit of competency:			
I wish to lodge a:	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal		
Did you receive a notification of intention to report letter?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, when and for what did you receive the letter?	Date:		
	<input type="checkbox"/> Attendance <input type="checkbox"/> Academic Performance <input type="checkbox"/> Fees <input type="checkbox"/> Other		
Please describe the details of the complaint or appeal. (You may attach supporting documentation if required, such as medical certificates, hospital admission reports, dental reports, x-rays/scans, police reports, psychologist reports, death notices, media reports etc.)			
Have you taken any steps to resolve this issue? If yes, please provide details			
What outcome would you like to see from raising this complaint/appeal?			
Participant's signature:		Date:	



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Resolution or Outcome			
<input type="checkbox"/>	Refund/ Credit Note	<input type="checkbox"/>	Meeting with RTO Manager
<input type="checkbox"/>	Appeal passed (assessment re-marked)	<input type="checkbox"/>	Other, please specify
Appropriate Action Applied			
<input type="checkbox"/>	Participant informed of outcome (letter attached)	Initial:	Date:
<input type="checkbox"/>	Other, please specify	Initial:	Date:
<input type="checkbox"/>	Raised at RTO Meeting (Mgt Meeting)	Initial:	Date:
Signed:		Date:	

Document Name	RTO 6-6.1 to 6.6 Complaints and Appeals Form
Institution Name	The Management School Sydney (also known as the "RTO" or "college")
Issue Date	25 th April 2019
Version Number	3.0
Date of Next Review	25 th April 2020
Frequency of Review	Annually
Approval Authority	Principal Executive Officer
Related Documents	RTO1-1.3 Trainer, Assessor and Support Services Policy and Procedure Staff Handbook Student Handbook Training and Assessment Strategies
Administrator	RTO Manager
Compliance and Monitoring	RTO Manager Student Services
Author	RTO Manager
Responsibility	The RTO Manager will ensure that all staff are aware of the application, scope and use of this document and that the document is reviewed annually or if there are any updates to the Standards requiring a new version. All staff will share the responsibility for the consistent use of this document pursuant to the RTO's policies and procedures.
RTO Contact Details	Ground Floor and Level 3, 55-57 Wentworth Avenue Sydney NSW 2000 Australia Phone: (02) 9119 3862 Email: enrol@tmss.edu.au
Related Standards	Standards Clause 1.7
Definitions	Standards: Standards for Registered Training Organisations (RTOs) 2015
Contact Person for this Policy and Procedure	RTO Manager (02) 9119 3862
Publication Availability	This document is published in hard copy (available from RTO Manager), in soft copy (available from Student Services and RTO Manager) and on the college web site.