

# COMPLAINTS AND APPEALS FORM

This form is to be completed to support your complaint or appeal. Please outline your complaint / appeal and attach any supporting documentation. Review our complaints policy and procedure, available on our website. [www.wbs.org.au](http://www.wbs.org.au). Please complete all relevant fields in the form. The Administration Manager of the Western Business School is the dedicated consumer protection officer and will keep you informed of progress.

<b>Indicate what your grievance is:</b>	<input type="checkbox"/> <b>Complaint</b> Initial notification of an issue that has occurred  Date of incident    /    /	<input type="checkbox"/> <b>Appeal</b> A complaint against a decision that has been made by the RTO or an assessment decision Date of assessment:    /    /
<b>Full Name of Complainant:</b>		
<b>Email address:</b>		
<b>Relationship with WBS</b>	Please circle Student/Trainee      Staff member      Contractor	
<b>Employer /Host Employer details:</b>		
<b>If training, include the qualification name</b>		
Provide a detailed Description Of Complaint: (Include an outline of your complaint with details of dates and people involved)		
<input type="checkbox"/> Supporting documents are attached		
<b>Signature:</b>		
<b>Dated:</b>		
<b><i>You will be contacted within 10 days of your date of application.</i></b>		

**Post this form with supporting evidence to:**

Western Business School Administration  
Suite 9, 651 Victoria Street Abbotsford, VIC 3067

**Or scan and email to [rto@wpcgroup.org.au](mailto:rto@wpcgroup.org.au)**

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## COMPLAINTS AND APPEALS FORM

The Administration Manager of the Western Business School is the dedicated consumer protection officer. This form is also available from our website [www.wbs.org.au](http://www.wbs.org.au)

If WBS requires more than 60 days to finalise the complaint, we will contact you in writing advising of the circumstances which are causing the delay. Regular updates will be provided to the complainant every 7 – 10 days.

While a complaint is in progress, the student/trainee is entitled to continue training and will not be disadvantaged.

Feedback can also be provided to us through our website by using our 'Contact Us' link. [http://www.wbs.org.au/contact us](http://www.wbs.org.au/contact-us)

The Western Business School has a responsibility to inform the complainant of alternative complaint pathways. These pathways are listed below for your reference.

### NATIONAL VET REGULATOR

The VET regulator ASQA <http://www.asqa.gov.au/complaints><sup>1</sup>

### VICTORIA

Consumer Affairs Victoria <https://online.justice.vic.gov.au/consumer-affairs/general-complaint>

### NEW SOUTH WALES

New South Wales Fair Trading <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint><sup>1</sup>

Smart and Skilled <https://smartandskilled.nsw.gov.au/> or call 1300 772 104.

NSW Vocational Training Tribunal <http://www.training.nsw.gov.au/>

NSW Ombudsman <http://www.ombo.nsw.gov.au/>

### QUEENSLAND

Office of Fair Trading Queensland <http://www.fairtrading.qld.gov.au/complaint><sup>1</sup>

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