

LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498



COMPLAINT FORM

Complainant Name		Complaint Against <input type="checkbox"/> The Learner <input type="checkbox"/> The RTO Staff Member <input type="checkbox"/> The Trainer/assessor <input type="checkbox"/> The Learner's Supervisor <input type="checkbox"/> The Third-Party if applicable <input type="checkbox"/> RTO policy and procedure
Date Submitted		
Who is complaining	<input type="checkbox"/> Student <input type="checkbox"/> Trainer/Assessor <input type="checkbox"/> RTO Staff Member <input type="checkbox"/> Employer	
Form Submitted to		
Other party's involved		
UNIQUE COMPLAINT NUMBER		

Note to the complainant

This complaint form can be submitted via email (support@luminouseducation.edu.au), post (Level 22, 127 Creek Street, Brisbane City, QLD, 4000) or in person at the RTO campus

Nature of Complaint

Signed By

Date



Website - www.luminouseducation.edu.au

Email - info@luminouseducation.edu.au

Ph-: 07 32182795

ABN:95609476673

LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498



COMPLAINT FORM

Section 2

Staff member receiving this form to complete Section 2

Comments:

Staff member name:

Staff signature:

Date:

Forwarded to:

RTO Manager

CEO

Independent Review

Date:

Section 3

Staff member conducting the investigation of the complaint is to attach a detailed report to this form.

RTO manager will take action according to Luminous Education Pty Ltd's Complaints Policy. Although, the RTO will make every effort in resolving your complaint within **30 Calendar days**, however, if the resolution takes longer than 60 calendar days, you will be informed in writing. If you are not satisfied with the resolution outcome, you may lodge an appeal against the complaint resolution or decision. The RTO's 'Complaint and Appeal Policy and Procedure' can be obtained from the RTO's Website, www.Luminouseducation.edu.au, as a single document. The Complaint form is available online too.

Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing. The Complaint policy has provided an adequate information on this and ASQA can be contacted if the resolution is not achieved or satisfactory.



Website - www.luminouseducation.edu.au

Email - info@luminouseducation.edu.au

Ph-: 07 32182795

ABN:95609476673



LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498



COMPLAINT FORM

FOR OFFICE USE

RTO Manager is to assign a **Unique Complaint Number** starting with pre-fix, 'C'. For example, if it is a second complaint of year 2017, then C-2-2017 can be assigned so that they can be mentioned in Corrective Action Template and discussed in regular RTO meeting as part of the RTO's continuous improvement.

Date Received by Staff	
UNIQUE COMPLAINT NUMBER	C – Complaint Serial number – Year [e.g., C -2-2017]
Staff name	
Staff Signature	



Website - www.luminouseducation.edu.au

Email - info@luminouseducation.edu.au

Ph-: 07 32182795

ABN:95609476673