

AMA RTO - COMPLAINTS FORM



To submit an academic or non-academic complaint toward AMA RTO you need to complete and return this form to AMA RTO at complaints@amarto.com.au

Submitting a complaint is your right and AMA RTO will take all the necessary steps to ensure your complaint is addressed in line with our complaints and appeal policy.

Please make sure you read and understood our complaints and appeal policy before submitting this document. Our withdrawal policy can be accessed at www.amarto.com.au

Please ensure that the form is completed and that details of the complaints have been provided. Providing as many details as possible will enable us to address the complaint in a fast and efficient way.

DETAILS OF THE PERSON APPLYING FOR CT			
Full Name:			
Address:			
Phone:		Email:	
Course:			

MY COMPLAINT IS ABOUT:

- | | |
|---|--|
| <input type="checkbox"/> Marketing materials, advertising or website | <input type="checkbox"/> Quality of Assessment resources |
| <input type="checkbox"/> Delay in receiving my certificate or Statement of Attainment | <input type="checkbox"/> The quality of training resources |
| <input type="checkbox"/> Errors on my certificate or Statement of Attainment | <input type="checkbox"/> Specific Trainer/Assessor |
| <input type="checkbox"/> Breach of Privacy | <input type="checkbox"/> RPL or CT process |
| <input type="checkbox"/> Other | <input type="checkbox"/> Assessment Outcome |

COMPLIANT DESCRIPTION

CT APPLICATION CHECKLIST

Please make sure all the boxes are ticked before you submit the application

<input type="checkbox"/> Yes	The information provided are true and accurate		
Participant Signature:		Date:	