VET - COMPLAINT AND APPEALS

In Pursuit of Excellence

Complaint received

Written acknowledgement of receipt of the complaint is sent to complainant and respondent

Complaint recoded in the Complaints and Appeals register; written record commenced

Complaint investigated

Outcome provided to complainant and respondent in writing within 60 calendar days or receipt of complaint

Is complainant satisfied with the outcome?

- Yes → Complaint Closed
- No → Appeal submitted in writing

Appeal submitted in writing

Written acknowledgement of receipt of the appeal is sent to appellant

- If appeal relates to a third-party decision, third party notified
- If appeal concerns an RTO Manager decision, refer to the Principal

Appeal investigated

Progression of appeal communicated to all parties throughout appeals process

Outcome provided to appellant in writing within 60 calendar days of receipt of appeal

Appeal Closed