

## COMPLAINTS AND APPEALS FORM

Learner Name:

Date:

Tick reason form is to be used for:

Complaint

Appeal

Complaints are to be submitted to the RTO Coordinator in writing or via email to [carol@barbery.com.au](mailto:carol@barbery.com.au) in the first instance.

### Section 1

Provide full details of complaint or appeal (i.e. date, time, place, people involved, background information, etc.)

### Section 2

What outcome(s) are you seeking from this complaint / appeal?

To be signed by learner that the information provided is true and accurate

Signed:

Date:



**Learner**

Signed: _____ Date: _____
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**RTO Coordinator**

Signed: _____ Date: _____
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**Procedural Fairness**

Procedural Fairness is a fair procedure for decision making and is an important component of the rule of law. The common law recognises a duty to accord a person procedural fairness, a term often used interchangeably with natural justice before a decision that affects them is made.

The Academy has the right to observe procedural fairness however if you believe this has not been observed, a person may seek judicial review of an administrative decision on the basis that procedural fairness has not been adhered to.

You have the right to undertake 'Procedural fairness' meaning to act fairly in administrative decision making. It relates to the fairness of the procedure by which a decision is made, and not the fairness in a substantive sense of that decision.

In considering whether there has been a denial of procedural fairness, courts will examine two issues:

- whether a duty to afford procedural fairness exists; and
- if such a duty exists, the content of procedural fairness in the particular case.

The Training Advocate assists people with questions or concerns about the training system. This includes vocational education and training, apprenticeships and traineeships, internal education, higher education and adult community education. The Training Advocate provides information, advice and advocacy, investigates complaints and monitors the training system. If you believe that you have been treated unfairly then we encourage you to contact either the Office of the Training Advocate or OmbudsmanSA on the contact details below.

Office of the Training Advocate  
Website: [www.trainingadvocate.sa.gov.au/](http://www.trainingadvocate.sa.gov.au/)  
Telephone: 1800 006 488

The Training Advocate helps people with questions or concerns about the training system.

You can also contact OmbudsmanSA on:

[www.ombudsman.sa.gov.au/complaints/](http://www.ombudsman.sa.gov.au/complaints/)

General enquiries  
Telephone: (08) 8226 8699  
Toll free: 1800 182 150 (outside metro SA only)  
Facsimile: (08) 8226 8602  
Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)

Please address ALL correspondence to the postal address:  
Level 5, 91 King William Street, Adelaide SA 5000  
PO Box 3651 Rundle Mall SA 5000