

Complaints and Appeals Form

P & N Thomas Pty Ltd t/a ACE Training – RTO: 21716



SECTION ONE – INSTRUCTION

This form is used to register a formal Complaint or Appeal, whereby:

- A **Complaint** is the formal acknowledgement of dissatisfaction regarding a product, service or conduct by ACE Training, its staff, contractors, students or any relevant third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support or the behaviour or actions of ACE Training's staff, contractors, students or any relevant third parties.
- An **Appeal** is a formal request for ACE Training to review or reconsider a decision. Appeals may relate to course admissions, refund decisions, the outcome of a Complaint, or training and assessment outcomes.

For a **Complaint**: Please populate Sections 2, 3, 4 and 6 of this form.

For an **Appeal**: Please populate Sections 2, 3, 5 and 6 of this form.

Once completed, please compile and attach any supporting documentation and either send it electronically to complaints@aceassessment.com.au

SECTION TWO – CONTACT INFORMATION

2.1	Please select the options that best identifies your relationship with ACE Training:				
	☐ Student	☐ Parent/Guardian	☐ Employer	☐ ACE Training staff member	☐ Other (please specify):

2.2	Please provide your contact details. These contact details will be used by ACE Training to correspond with you regarding this matter:				
	Title	☐ Mr	☐ Mrs	☐ Ms / Miss	☐ Other
	Family name				
	Given names				
	Email address				
	Postal address (including postcode)				
	Student number (if applicable)				
	Contact details	Home Phone Number: Mobile Phone Number: Work Phone Number:			

SECTION THREE – UTILISATION OF THIS FORM

3.1	Please tick the appropriate option:	☐ Complaint	☐ Appeal
-----	-------------------------------------	------------------------------------	---------------------------------

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
Document Owner: Rob Gaunt
Version: 2

Document Approver: Rob Gaunt
Issue Date: 31/08/2026

Complaints and Appeals Form

P & N Thomas Pty Ltd t/a ACE Training – RTO: 21716



SECTION FOUR – COMPLAINT DETAILS

4.1	What is your complaint? Please include any background information, including specific dates, names and other details to help our investigation.	
4.2	Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.	
4.3	Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help, and what was the result? If you have not attempted to resolve the matter informally, please explain why.	
4.4	What effect has this matter had on you? And what outcome for resolution are you seeking?	

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
Document Owner: Rob Gaunt
Version: 2

Document Approver: Rob Gaunt
Issue Date: 31/08/2026

Complaints and Appeals Form

P & N Thomas Pty Ltd t/a ACE Training – RTO: 21716



SECTION FIVE – APPEAL DETAILS

5.1	What decision are you appealing and why do you disagree with the decision? Please provide relevant details, including the date of the decision and any other information that may assist with the review.	
5.2	Do you have any evidence or supporting information relevant to your appeal? Please attach copies of any relevant documents.	
5.3	What outcome are you seeking?	

SECTION SIX – ACKNOWLEDGEMENT

Through submission of this form, I confirm that all information provided here is true, correct, and accurate to the best of my knowledge. I understand that a formal investigation of my complaint or appeal requires that the details of my complaint or appeal (including my identity) may be shared with any of the persons involved in the complaint or appeal so that they can respond. These details may also be shared with potential witnesses. I also confirm that I have read and understood the *Complaints and Appeals Policy* and will provide any supporting documentation (if required) to support this matter.

I understand that ACE Training will treat information received or exchanged during the investigation of a Complaint or Appeal confidentially and will only disclose information where necessary to investigate and resolve the matter, or where required by law.

6.1	Name	
6.2	Signature	
6.3	Date	

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
Document Owner: Rob Gaunt
Version: 2

Document Approver: Rob Gaunt
Issue Date: 31/08/2026