



Complaints and Appeals Form

This form must be completed in order to make a formal complaint or appeal at Dalton College.

Important Information:

- Please read Dalton College complaint and appeal policy carefully before lodging a formal complaint or appeal.
- Please attach supporting documents relevant to this application, if any.
- Processing time varies depending to the nature of complaint or appeal.
- All complaints and appeals will be handled fairly, transparently, without bias, and free of charge in accordance with the Standards for RTOs 2025.
- You will be provided with a written outcome, including reasons for decisions, and advised of your right to access external review options if you remain unsatisfied.

Please tick one of the following as applicable

- Complaint against initial notification of an issue
- Appeal against a decision that has been made by Dalton College

Student No:		Date:	
Mr/Mrs/MS etc.	Surname or Family Name:		Other or Given Name:
Residential Address:			
Contact Phone Number:		Email:	
Course Enrolled in:			
Describe your complaint (include details, information etc.)			
Describe your appeal (include details, information etc.)			

Do you want to bring any support person who would like to assist you? Please provide their details below.

Name: _____

Relationship: _____

Student Declaration:

- I declare the information provided in this application is true and valid and I have read and understood the Dalton College complaint and appeal policy and procedure.
- I understand that this process is managed in line with the Standards for RTOs 2025 and that I will not be disadvantaged for lodging a complaint or appeal.
- I acknowledge that I have been informed of my right to bring a support person and to access an external complaint/appeal body if required.

Student Name:		Student Signature:	
Date:			

FOR OFFICE USE ONLY	
Received By (Name)	
Position	
Signature	
Date	
Action Taken:	
Date of notification sent to complainant:	
Please provide details of how the complainant was advised of the outcome:	

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T: (03) 9043 1668 E: info@daltoncollege.vic.edu.au

RTO No. 41340 / CRICOS No. 03450E



Actioned by (Name)	
Position	
Signature	
Date	
Details of any further action required:	

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