The first step where a client service issue needs to be resolved is for the client to discuss the issue with their trainer or representative to attempt to resolve the matter.

If the issue is unable to be resolved locally with the local AIT representative, Affordable Industry Training should be notified in writing of the appeal to allow AIT to commence formal procedures. In such cases this form is to be submitted, with any additional supporting evidence within 7 days and managed in accordance with the complaints and appeals procedure as documented in the student handbook.

The client is asked to detail below the course name and the reasons they dispute the result. Once the form is completed the form must be sent to the email address below. In accordance with the complaints and appeals process the Director or delegate will make contact with the client within the stipulated time period.

Once a decision is made all parties will be contacted and advised of the outcome. If you are not satisfied with the outcome from the proceedings, you may escalate the matter to the identified parties in the policy and procedure contained in the AIT Prospective and Student Handbook.

If more room is required, please type electronically and attach with this form.

***Where to return this form:*** Please return the completed form to [admin@affordableindustrytraining.com.au](mailto:admin@affordableindustrytraining.com.au)

|  |
| --- |
| ***Learners details***  Name: Email contact: Phone number: |
|  |
| ***Trainers details***  Name: Course Name:  Email contact: Phone number: |
|  |
| ***Details of Appeal***  Learners signature: Date: |
|  |
| ***Second Trainer and Assessor review response***  The secondary trainer and assessor that has reviewed the disputed assessment outcome is required to provide an overview of the information collected during this process.  Name of person signing: Signature: Date:  Name of person signing: Signature: Date: |
| ***Management Outcome***  The management team member that has conducted the investigation is required to provide an overview of the information collected during this process. Please attach the notification sent to the complaint and file in the complaints folder and the students folder.  Name of person signing: Signature: Date:  Name of person signing: Signature: Date: |