COMPLAINT / APPEAL FORM

Mint Training is committed to facilitating a learning process that is both beneficial and enjoyable. Mint Training ensures that students and clients have access to a fair and equitable process for dealing with complaints and appeals in a constructive and timely manner against decisions made by Mint Training.

Mint Training recognises the rights of students to complain without recrimination. Formal complaints may only proceed after the informal complaint procedure has been exhausted. Please refer to your student handbook for Mint Training's complaints procedure.

Completed Complaint Forms are to be sent to the following address marked 'confidential':
RTO Manager, Mint Training Pty Ltd
Ground Floor, 99 Queensbridge Street
Southbank VIC 3006

Name:	
Type: ❒ Complaint ❒ Appeal	
Telephone: Mobile:	**Home:**
Email Address:	
Describe your complaint / appeal (Include details of dates and people involved)	
What actions have you taken to resolve the issue? (Who did you contact and what was the discussion)	
Signature:	**Date:**
Office use only	
Date complaint/appeal received by Mint Training:	