



TRAINING MASTERS PTY. LTD.

RTO Code: 41479 | CRICOS Provider Code: 03510J | ABN: 72 611 635 128

Level 3, 84–86 Mary Street, Surry Hills NSW 2010, Australia

T: (02) 8278 7722 E: admissions@tm.nsw.edu.au W: www.tm.nsw.edu.au

COMPLAINTS FORM

Purpose:

This form enables students to formally raise a complaint about any aspect of their experience at the Training Masters, including training, staff conduct, or administrative processes. It ensures transparency, procedural fairness, and resolution of complaints in line with the National Code 2018 (Standard 10) and the Standards for RTOs 2025 (Standard 2.7). It also supports internal review and continuous improvement through documentation and escalation.

Instructions:

1. Students must complete all personal and course details.
2. Select the relevant complaint category and describe the issue clearly, including any steps already taken to resolve it informally.
3. Attach any supporting documentation or evidence that may assist in assessing the complaint.
4. Outline the desired resolution or outcomes expected.
5. Submit the signed form to the Administration Manager either in person or via the listed email.
6. The complaint will be acknowledged in writing, assessed, and a response provided as per the Complaints and Appeals Policy and Procedure.
7. Office staff must complete the outcome section, record actions taken.

Name	
Student id	
Course	
Contact Details	Phone: Address: Email Address:
Details of Complaint. Tick where applicable (you can select multiple). ☐ Training ☐ Assessment ☐ Resources ☐ Training Service ☐ Facilities ☐ Equipment ☐ Student Service ☐ Agent ☐ System ☐ Others.....	
1. Please describe your complaint, including as much information as possible including relevant dates and persons involved. Attach any supporting evidence and reference them in your description.	
2. Which unit and/or task does this Complaint in relation to? (For assessment Complaint only)	

**TRAINING MASTERS PTY. LTD.**

RTO Code: 41479 | CRICOS Provider Code: 03510J | ABN: 72 611 635 128

Level 3, 84–86 Mary Street, Surry Hills NSW 2010, Australia

T: (02) 8278 7722 E: admissions@tm.nsw.edu.au W: www.tm.nsw.edu.au

3. Are there particular staff members of Training Masters who may need to be involved in the investigation of this complaint or appeal and in what way?

4. What are outcomes are you seeking or expect?

5. Are there any areas in which we can improve our systems in the future?

Student declaration:

By signing this form, I certify that the information provided is true and correct.

Signature:

Date:

Office use only**Complaint outcome:**

- ☐ Successful
☐ Unsuccessful

Detail action taken:**Staff Name:****Signature****Date**