# RTO Complaint Form

## complainant details

| First Name: |  | Surname: |  |
| --- | --- | --- | --- |
| Organisation (if applicable): |  | | |
| Contact Phone No.: |  | | |
| Contact Email: | □ | | |
| Student ID/Unique Student Identifier (if applicable): |  | | |
| Contact Email: |  | | |
| Description of Complaint (please provide as much information as possible, including the date of the incident (if relevant)): |  | | |

I declare that to the best of my knowledge, all the information provided in this Complaint Form is accurate.

| Signature of Complainant: |  | Date: |  |
| --- | --- | --- | --- |

Please forward this Complaint Form to:  
Music SA General Manager  
St Pauls Creative Centre, 200 Pulteney StreetAdelaide SA 5000  
E: [lisa@musicsa.com.au](mailto:lisa@musicsa.com.au)

# RTO Complaint Form

### Office Use Only

| Date Complaint Form Received: |  | Received By: |  |
| --- | --- | --- | --- |
| Complaint Reference Code: |  | | |
| Date Acknowledgement Letter Sent to Complainant: |  | | |

| Name of Investigating Officer (if not the Music SA General Manager): |  | | |
| --- | --- | --- | --- |
| Summary of Actions Taken to Resolve Complaint: |  | | |
| Details of Decision and Rationale: |  | | |
| Date Complainant Informed of Decision: |  | | |
| Summary of any Identified Continuous Improvement Recommendations: |  | | |
| Signature of Investigating Officer: |  | Date: |  |
| Signature of Music SA General Manager: |  | Date: |  |