

Instructions to Learners:

METS is committed to improving services for all stakeholders. If you have a concern about any part of the service/s provided to you, please read the METS Complaints and Appeals Policy. You will find this in the Learner Handbook saved on our website or you can request a copy by calling our office.

If you wish to make a complaint in writing, use this form available on our website <http://mets.org.au/Pages/Consumer-Protection-Information.aspx> and email it to info@mets.org.au or post to PO Box 346 Plumpton NSW 2761. If you wish to discuss the matter over the phone please call our RTO Manager on (02) 9838 0567.

Learner to complete:

Full Name:		Date	
Course Name:			
Contact number:			
<p>Please tick the relevant box.</p> <p><input type="checkbox"/> I wish to make a complaint</p> <p><input type="checkbox"/> I wish to appeal a decision made by the RTO and/or it's representatives</p> <p>Learner Signature: _____</p>			
<p>Reason for your submission / concern (include as much detail as possible such as date of incident/concern, parties involved and any other relevant details. Attach additional pages if needed)</p> 			
<p>Describe any efforts you have made to resolve your concern</p> 			

Office use only:

METS Rep handling the Grievance:		Date Rec.	
Steps taken for resolution:			
Learner advised of resolution and date advised	<input type="checkbox"/>	/	/
QA Manager notified to add to Complaints/Appeals Register	<input type="checkbox"/>	/	/
METS Rep. Signature			