



Complaints & Appeals Form

Realise Training Group is committed to resolving concerns fairly, respectfully, and transparently. Please complete the form below so we can understand your concern and work toward a resolution.

Your Details

Full Name:

Email Address:

Phone Number:

Preferred Method of Contact:

Email Phone

Your Relationship with Realise Training Group

- Learner / Student
- Mentoring Participant
- Employer / Business Owner
- Other (please specify): _____

Type of Submission

- Complaint
- Appeal

(An appeal is usually a request to review a decision that has already been made.)

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Details of Your Complaint or Appeal

Please describe your concern clearly and include any relevant dates, people involved, or supporting information.

What Outcome Are You Seeking?

Please let us know what resolution you are hoping for.

Supporting Documents (if applicable)

- I have attached supporting documents
- No supporting documents provided

Declaration

I confirm that the information provided is true and accurate to the best of my knowledge.

Name: _____

Signature: _____

Date: _____

What Happens Next

- Your complaint or appeal will be acknowledged in writing within 5 business days.
- Realise Training Group aims to resolve all matters within 20 business days.
- If further time is required, you will be kept informed of progress.
- If needed, an independent review option is available.

Our Academic Director or nominated senior representative will contact you within 30

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REALISE TRAINING GROUP
Where qualifications meet real life success

days.

Submission Instructions

Please submit this form via email: matt@realisetraininggroup.com.au

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