

**Definition:**

**Complaint:** an action taken by a participant or rectification of an issue in response to their dissatisfaction with any aspect of the operations of ARA Retail Institute.

**Appeal:** an action by a participant to request a re-evaluation of the assessment conducted or decision that has been made by ARA Retail Institute after a complaint has been dealt with.

Participant Details	
Full Name	
Address	
Contact No	
Email Address	
Course ID - Title	

Complaint or appeal details		
I wish to lodge	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
Date involved (If applicable)		
Describe your complaint or decision to appeal		
Describe any effort(s) you have made to resolve the issue		
Describe any effort(s) ARA Retail Institute have made to resolve the issue		
What's your expectation as the solution(s) of this situation		
Signature		
Date		

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Please send / email this form to **ARA Retail Institute – Student Management Department** ([training@retail.org.au](mailto:training@retail.org.au))