**Activity – Reflecting on my RTO’s Practices.**

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|  | **Prevention** | Early Intervention | Formal Processes | Review if Required | Accountability and Learning |
| What would cause a complainant or appellant to escalate their issue to the regulator? |  |  |  |  |  |
| What can be done at each stage of complaint management process to avoid this escalation? |  |  |  |  |  |