



Complaint Number:

Section A – Complaint to complete

Part 1 – Your details

<i>Name:</i>		<i>Date of lodgement:</i>	
<i>Position:</i>		<i>Contact Number:</i>	
<i>Email Address:</i>		<i>Contact Number:</i>	
<i>Course Title:</i>		<i>Course Date:</i>	
<i>Trainer/Assessor:</i>			
<i>I wish to lodge:</i>	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal	

Part 2 – Reason for lodging

<i>Describe your Complaint or Appeal</i>	
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Part 3 – Steps you have already taken

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Part 4 – Describe your desired outcome

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<i>Complainant's Signature:</i>		<i>Date:</i>	
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Section B – Internal use only (to be complete by an authorised representative).

Part 1 – Complaint reference

<i>Complaint Reference Number:</i>						
<i>Date Received:</i>		<i>Received by</i>	<input type="checkbox"/> Phone	<input type="checkbox"/> Mail	<input type="checkbox"/> Email	<input type="checkbox"/> In Person
<i>Received by:</i>						
<i>Referred to:</i>						

Section C – Office use only (to be completed by an authorised representative).

Part 2 – Steps taken to resolve the issue

<i>Action Taken:</i>					
<i>Notice of action taken by Manager:</i>	<input type="checkbox"/> Student informed of Outcome (Written evidence to be attached)				
	<input type="checkbox"/> Attach any relevant evidence of investigation and outcomes				
	<input type="checkbox"/> Student informed of outcome verbally				
	<input type="checkbox"/> Student advised to seep appeal through external department (HR)				
	<input type="checkbox"/> Other (Specify below)				
<i>Further Action Required:</i>	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
	Details of further action required:				
<i>Corrective Actions Required:</i>					

Section D – Manager

Sufficient evidence provided to demonstrate the outcome				
<i>Y</i>	<i>N</i>	<i>NA</i>	<i>Other Comments:</i>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>Manager Name:</i>				
<i>Signature:</i>			<i>Date:</i>	