|  |  |
| --- | --- |
| Complaint Number: |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Section A – Complainant to complete | | | |
| Part 1 – Your Details | | | |
| Name: |  | Student Id:  (If Applicable) |  |
| Course Title: |  | Start Date: |  |
| Address: |  | Phone Number: |  |
| Employer:  (If Applicable) |  | | |
| Trainer Assessor: |  | | |
| I wish to lodge: ☐ Complaint ☐ Appeal | | | |
| Part 2 – Reasons for lodging a complaint/appeal | | | |
| Describe your Complaint or Appeal: |  | | |
| Part 3 – Steps you have already taken | | | |
|  | | | |
| Part 4 – Describe your desired outcome | | | |
|  | | | |
| Complainant’s Signature: |  | Date: |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Section B – Internal Use Only to be completed by an authorised Qualify Representative | | | | | |
| Part 1 – Complaint Reference: | | | | | |
| Complaint Reference Number: | |  | | | |
| Date Received: |  | | Received by:   * Phone ☐ Mail ☐ Email ☐ In person | | |
| Received By: |  | | | | |
| Referred To: |  | | | | |
| Section C – OFFICE USE ONLY to be completed by an authorised representative | | | | | |
| Part 2 – Steps taken to resolve the issue: | | | | | |
| Action Taken: |  | | | | |
| Notice of action taken by Manger: | | | | | |
| * Student informed of outcome (Email, Letter Attached) * Attach any relevant evidence * Student informed of outcome Verbally * Student advised to seek appeal through external agency * Other, please specify below: | | | | | |
| Further action required: | * Yes ☐ NO   Details of Further Action Required: | | | | |
| Corrective Action required: *(complete CAR form if required)* |  | | | | |
| Authorised by: |  | | | Date: |  |