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| Complaint Number:  |  |

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| 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: |  |

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| 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: |  |