

Complaint Form

What is a complaint?

A complaint is generally negative feedback about services or people.

Students should attempt to resolve a concern by using a direct and informal approach with the individual involved wherever possible, and/or raising the matter with their trainer. There may have inadvertently been a mistake or misunderstanding which can be easily rectified.

If you have relevant supporting documentation, please include it with this form.

Surname:		Title:	
First given name:			
Course title:			
Trainer / assessor:			
Date of occurrence:			
Reason for your submission:			
Occurrences leading up to this submission:			
What outcomes are you seeking or expecting?			
Can we improve our systems to avoid these situations in the future?			

By signing this form, I certify that the information provided is true and correct.

Signed: _____ Date: ____ / ____ / ____

Office use only

Received by:

Date received:

Signature:

Dated logged in complaints/appeals register:

Outcome/resolution:

Name of designated head:

Date:

Signature:

Date informed to student:

Improvements identified (if any):