

Complaint Form

F-2.1.1_v2



Students should attempt, in the first instance, to resolve a concern by using a direct and informal approach to the individual concerned wherever possible. Students should raise the matter with their trainers. There may have inadvertently been a mistake or misunderstanding which they can quickly rectify. Many problems can be resolved by the trainer on the spot and the trainer can give the student information which clears up the issue.

Students should include all relevant supporting documentation with this form.

YOUR DETAILS

First Name: _____ Last Name: _____

Student ID: _____

Contact Number: _____

Email: _____

Postal Address: _____

ENROLMENT DETAILS

Course: _____

College: _____

Location: George St Kent St

DESCRIBE YOUR COMPLAINT (ATTACH ADDITIONAL PAGES IF NECESSARY)

WHAT STEPS HAVE BEEN TAKEN TO RESOLVE YOUR COMPLAINT?

WHAT IS YOUR DESIRED OUTCOME?

Student Signature: _____ Date: / / _____

<p>Office Use Only</p> <p>Received by: _____ Signature: _____</p> <p>Date Received: _____</p> <p>Responsible Department: _____</p> <p>Date communicated to responsible department: _____</p> <p>Date logged in Complaints Register: _____</p> <p>Outcome/Resolution by Department:</p> <p>_____</p> <p>_____</p> <p>Name of Designated Head: _____ Signature: _____</p> <p>Date: _____ Date informed to complainant: _____</p> <p>Improvements identified (if any): _____</p> <p>_____</p>
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