

Complaints Lodgement Form

SECTION 1 – Personal Details

Name:			
Student Id:		Program/Course:	
Email:		Tel/ Mobile:	

SECTION 2 – Complainant Declaration

I have read and understood the Ironwood Institute Complaints Policy and I declare that the other party to the complaint may be contacted to resolve the issue. I agree that Ironwood Institute may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.

Signature:		Date:	/ /
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SECTION 4 – Complaint Details

Please tick the following areas to which your complaint relates:

- | | | |
|---|---|--|
| <input type="checkbox"/> Training Materials | <input type="checkbox"/> Assessment Materials | <input type="checkbox"/> Services provided |
| <input type="checkbox"/> Training Facilities | <input type="checkbox"/> Assessment Facilities | <input type="checkbox"/> Personal conflict/Behaviour |
| <input type="checkbox"/> Training Content/information | <input type="checkbox"/> Assessment Environment | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Training Environment | <input type="checkbox"/> Assessment Location | <input type="checkbox"/> Victimisation |
| <input type="checkbox"/> Training – Other | <input type="checkbox"/> Assessment - Other | <input type="checkbox"/> Privacy Breach |
| <input type="checkbox"/> Other: | | |

Does your complaint involve another person (e.g. Trainer/Assessor/other student)? YES NO

If yes, please provide their name:

Does your complaint involve witnesses? YES NO

If yes, please provide the name/s and contact details of witnesses who are willing to support your claim:

Name:		Name:	
Contact details		Contact details	

Please outline the nature/circumstances of your complaint:

What actions have you taken, in an attempt to resolve this matter:

What action/resolution would you like to see occur/implemented:

OFFICE Use Only

<input type="checkbox"/> Complaint Form Received	Initial	Date:	/	/
<input type="checkbox"/> Complaint Lodgement recorded	Initial	Date:	/	/
<input type="checkbox"/> Letter of Acknowledgement sent	Initial	Date:	/	/
<input type="checkbox"/> Complaint Forwarded to Director	Initial	Date:	/	/

Note: Use "Complaints Progress Form" to record further actions regarding this Complaint.