

FOR-QA-02.1 Complaints and Appeals Lodgement Form

SECTION 1 – Personal Details

Name:		ID	
Email:		Tel/ Mobile:	
Course and Code			

SECTION 2 – 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	<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:		

If this is a complaint rather than an appeal, 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:	
Tel/Mobile:		Tel/Mobile:	

Section 3 - Description of the Complaint or Appeal

Please outline the nature/circumstances of your complaint:

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

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

SECTION 4 – Complainant or Appellant Declaration

I have read and understood the Complaints and Appeals Policy and I declare that the information provided is true and correct. 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:

Admin Use Only

<input type="checkbox"/> Complaint Form Received (Admin)	Initial		Date:	/	/
<input type="checkbox"/> Complaint Lodgement recorded (Register)	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.