



COMPLAINTS FORM

Instructions:

1. Students must complete all personal and course details.
2. Select the relevant complaint category and describe the issue clearly, including any steps already taken to resolve it informally.
3. Attach any supporting documentation or evidence that may assist in assessing the complaint.
4. Outline the desired resolution or outcomes expected.
5. Submit the signed form to the Administration Manager either in person or via the listed email.
6. The complaint will be acknowledged in writing, assessed, and a response provided as per the Complaints and Appeals Policy and Procedure.
7. Office staff must complete the outcome section, record actions taken, and raise a Continuous Improvement Form (CIF) where applicable.

Name:	Student ID no:	
Email:	Phone:	
Course:		
Complaint	Reason for complaint – please tick ☐ trainer (please provide name) ☐ staff member (please provide name) ☐ Services (please specify) ☐ Other	
Describe the nature of the complaint:	Attach any supporting evidence or documentation	
Describe any efforts made to resolve the issue:		
What outcomes are you seeking or expect?		



Are there any areas in which we can improve our systems in the future?	
--	--

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

Office Use Only		
Receiving staff member		
Date		
Complaint outcome	Successful Unsuccessful	
Date student advised of outcome.....		
Detail action taken:		
Continuous Improvement Form (CIF) raised: ☐ Yes ☐ No	Date CIF raised:	
CIF raised by:		
Signed:	Date:	
CIF received by the Administration Manager ☐ Yes ☐ No	Allocated CIF no:	
Signature of the CEO:	Date:	