

Student Complaint Form

Section A: Contact Details of Student

Name: _____

Reg. No: _____

Course: _____

Contact Details: _____

Address: _____

Phone: _____

Email: _____

Signature: _____

Date: _____

OFFICE USE:

Received By: _____

Date: _____

Complaint No: _____

A copy of this form showing date of receipt must be given to the student.

Dispute heard by _____

Name: (please print)

Signed

Date

Section C:

To be completed by the Manager, Training and Education.

- a) Complaint Resolved / /
- b) Outcome Implemented/Notice of finding given to appellant in writing / /
- c) Student satisfied with outcome / /
- d) Recorded as completed in Complaints Register / /

Signed: _____

Name: _____

Date: _____

Client Complaint Form

Section A: Contact Details of Client

Name: _____

Contact Details: _____

Address: _____

Phone: _____

Email: _____

Signature: _____

Date: _____

OFFICE USE:

Received By: _____

Date: _____

Complaint No: _____

A copy of this form showing date of receipt must be given to the client.

Dispute heard by _____

Name: (please print)

Signed

Date

To be completed by the Manager, Training and Education.

- d) Complaint Resolved / /
- e) Outcome Implemented/Notice of finding given to appellant in writing / /
- f) Student satisfied with outcome / /
- d) Recorded as completed in Complaints Register / /

Signed: _____

Name: _____

Date: _____