

COMPLAINTS & APPEALS FORM

Complaints: Complaints can be provided in any form by clients. When complaints are received verbally only (both via phone or face-to-face), Skill360 staff member can use this form to document the complaint and send through to management.

Appeals: Clients must complete this form and submit to one of the Skill360 office in person, by email or post.

1. DETAILS OF PERSON LODGING THE COMPLAINT/APPEAL

First Name:		Last name:	
Mobile		Email address:	

2. COURSE INFORMATION

Course Name:	
Trainer Name:	

3. COMPLAINT/APPEAL DETAILS

Reason for Complaint / Appeal (please attach any supporting documentation)	Trainer	Assessment Result / Decision
	Training Content / Materials	Another Student
	Third Party	Skill360 Systems / Processes
	Other (please specify)	

Please provide details of complaint / appeal including any steps taken to resolve the issue:

Date of Incident / last correspondence:		
Have you discussed this with your Trainer?	Yes	No
Were there other parties involved?	Yes	No
Please provide further details (name of other parties involved)		

4. APPLICANT DECLARATION: In signing this form

	I declare that the information I provided is true and correct		
	In submitting a complaint/appeal, I have read and understood the Complaints and Appeals Policy		
Signature		Date	

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5. OFFICE USE ONLY			
Date Received:		Received by:	
<i>Received form to be forwarded to General Manager for review and follow the below actions.</i>			
Entered into Complaint/ Appeals Register:		Date:	
Comments on Resolution:			
Date of Response:			
Complaint/Appeal Resolved:	Yes		No (next action if not resolved):
Approved by:			
Signature:		Date of Resolution:	
Closed in Complaints/ Appeals Register:		Date:	