

COMPLAINT FORM



Complete this form if you wish to make a formal complaint about REACH for Training's services.
Before completing the form please read the information on the back.

OFFICE USE ONLY

Case No:

STUDENT'S DETAILS			
Name		Student Number	
Address		Phone	
		Mobile	
		Email	

DETAILS OF THE COMPLAINT	
Nature of Complaint	
Reason for Complaint	
Supporting documents	[Please list any you attach to this form]
Remedy sought	

Student's Signature		Date	
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Instructions for completing the Complaints Form

1. Use this form if you wish to make a formal complaint.
2. If you want to complain about an assessment decision, please use the Appeal against Assessment Decision Form.
3. Please include a brief statement of facts (in chronological order if possible) and points at issue.
4. REACH for Training reserves the right not to investigate a complaint that is trivial, offensive or anonymous.
5. To help ensure your complaint is handled fairly and efficiently, please show a genuine willingness to resolve the matter.
6. Attach any supporting documents and relevant information.
7. Indicate the remedy you would like. Please be reasonable and realistic.
8. Please quote your case number in all subsequent correspondence.
9. If there is not enough space on the form, please attach a separate sheet of paper.
10. After explaining your complaint, please sign the form and date it.
11. The form should be delivered to REACH for Training reception to admin staff.

Information about how to lodge a complaint is included in your Student Handbook.

If you make a formal complaint:

- You will be given the opportunity to present your case in person and in writing.
- REACH will ensure all matters arising from any meetings and discussions with you are documented and recorded with confidentiality.
- You will be provided with a written statement of the outcomes at each stage of the process giving the reasons for any decision made.
- You will have the right to have a support person present during any discussions or negotiations with REACH or its appointed representatives.
- You will not be required to meet any costs associated with lodging a complaint, provided you follow REACH's procedures.
- You will not be subject to discrimination or victimisation as a result of making a complaint.
- Your enrolment will be maintained throughout the process.
- If you are not satisfied with the complaint decision, you can review the decision through REACH's Appeal against complaint procedure or review the appealed decision through external agencies as mentioned in Student Information Handbook

REACH for Training aims to ensure that all complaints are:

- treated seriously and fairly
- dealt with quickly, and as simply as possible
- dealt with consistently
- subject to the principles of natural justice
- progressed through informal and formal stages
- dealt with without prejudice to the your right to pursue other remedies, having exhausted our internal procedure

COMPLAINT FORM



OFFICE USE ONLY – Received and entered in register			
Received by (Print name)		Date	
Signature		Position	
Referred to Director of Studies on		Date	
Discussed in QAM meeting on		Date	

Complaint acknowledged (within 7 days)	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	Date	
Other parties advised (within 7 days)	<input type="checkbox"/> Not Applicable <input type="checkbox"/> Letter <input type="checkbox"/> Email	Sign	Date	
Justified	<input type="checkbox"/> Yes <input type="checkbox"/> No	Student informed	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Date
Use another process	<input type="checkbox"/> Yes <input type="checkbox"/> No	Student informed	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Date
Reasons				
Discussed on <div style="border: 1px solid black; padding: 2px; width: fit-content;"> _ _ / _ _ / _ _ </div> Print Date	Signature of DoS			
	Signature of Student			

Finalised (within 14 days of commencing the complaint process) and student informed of decision	Student (Sign)		Date	
	DoS (Sign)			
Student satisfied with decision	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Student advised of right to appeal decision	<input type="checkbox"/> Yes <input type="checkbox"/> Not applicable			
Student informs DoS of intention to appeal decision	<input type="checkbox"/> Yes <input type="checkbox"/> No			

Student advised of decision and reasons in writing	<input type="checkbox"/> Letter <input type="checkbox"/> Email	Date	
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Other parties advised or N/A	Signature of CEO	Date	
CI Form completed CI or N/A	Signature of CEO	Date	

Filed on student's file by	Name	Signature	Date	
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