**Complaints Form**

 ***Students are advised to refer to the Complaints and Appeals Policy and Procedures on the website.***

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| --- | --- | --- | --- |
| **Surname**: |  | **Title:** |  |
| **First Given Name:** |  |
| **Course title:** |  |
| **Trainer / Assessor:** |  |
| **Date of occurrence:** |  |
| **What is your complaint about?** | [ ]  A member of the College[ ]  A student at the College[ ]  A third party of the College [ ]  Assessment Task Outcome[ ]  Fees and Refunds[ ]  Course Progress and Attendance[ ]  Cancellation of Enrolment[ ]  Other (Please state)  |
| **Reason for your submission:** |  |
| **Occurrences leading up to this submission:** |  |
| **What outcomes are you seeking or expect:** |  |
| **Can we improve our system to avoid these situations in the future:** |  |

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

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_