

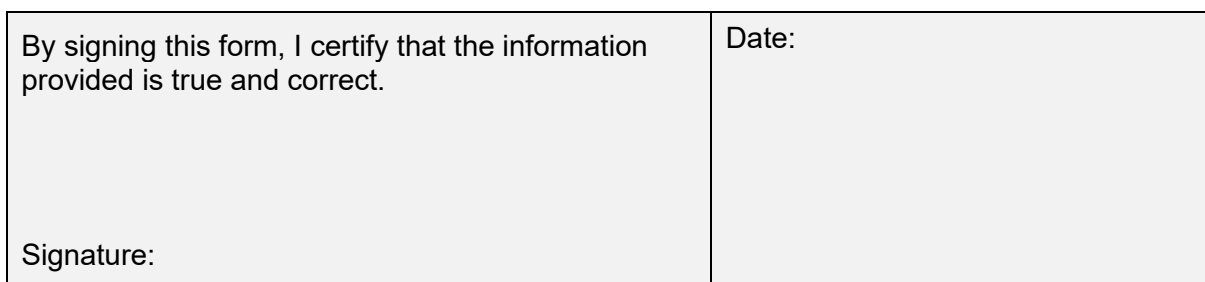


COMPLAINTS FORM

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 <input type="checkbox"/> trainer (please provide name) <input type="checkbox"/> staff member (please provide name) <input type="checkbox"/> Services (please specify) <input type="checkbox"/> 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?			



Allman College Registration Code 45611:- CRICOS Code 04147D: