

R_FM02 Complaints Form

By completing this form, you will be lodging a formal complaint. If you have a complaint, we recommend that you **first** try to resolve this issue using **non-formal** means. We recommend that you speak with your trainer first regarding the issue. They may be able to help you to remedy the problem. We also recommend that you follow these steps:

1. Identify and discuss the complaint or grievance with the other party
2. Discuss the best outcome to the complaint or grievance
3. Agree to act to resolve the complaint or grievance.

Should you then decide to proceed with a **formal** complaint, please complete the form below in full and submit to TSTCA Administration either via email (info@tstca.com.au) or in person to the office. If emailing, be sure to tick the following boxes in the email: "Request a Delivery Receipt" and "Request a Read Receipt". A written confirmation will be forwarded to you within 7 working days. We value your feedback and will attempt to resolve your complaint as soon as possible.

CONTACT & QUALIFICATION DETAILS	
Full name:	
Course/Qualification enrolled:	
Student Number:	
Postal Address:	Postcode:
Email:	Contact number:

Note: It is important to include the correct contact details as we may need to contact you for more information on the issue/s raised.

Please detail your concern in full, giving as much detail as possible. (Please provide an attachment if needed)

What would you like to see as a solution (Please provide a brief outline; provide an attachment if needed)

Signature:

Date:

OFFICE USE ONLY

Received by		Complaints Number Issued	
Date		Given to <Position>	
Date Written acknowledgement forwarded (NB: 7-day limit)		By	
Date Issued		Follow up Date (NB: 60-day limit)	
Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation			
<p>Note any referral to independent party or authority</p>			
Record of decision and any further recommendations for action (improvement, corrective or			

preventive actions)

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Specify possible improvement based on complaint

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Date of finalisation or external referral

Signature:

Date:

Finalise Complaints Register Entry

Date:

ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge the receipt of the following documents

from _____ (Name of Student)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

[Signature of TSTCA representative]

Date: / /

