

Blue Tongue Training is committed to ensuring that issues are attended to promptly, efficiently, and effectively.

If you prefer to lodge your formal complaint or appeal in person or need any further assistance, contact a staff member. You may add additional pages if the spaces in this form are insufficient.

**Section 1: Contact Details**

<b>Complainant or Appellant name:</b>		<b>Date:</b>	
<b>Email:</b>		<b>Phone:</b>	
<b>Postal address, if relevant:</b>		<b>How would you like us to contact you?</b>	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Mail
<b>Is this a:</b>	<input type="checkbox"/> Complaint <input type="checkbox"/> Appeal against a decision <input type="checkbox"/> Appeal against an assessment decision <input type="checkbox"/> Other: Please indicate.		

**Section 2: Details of complaint or appeal or reasons for review of decision**

Describe the nature of your complaint or appeal. Please provide as much information as possible such as dates, times, places, any people involved, or relevant background information including special circumstances, to enable us to fully investigate the matter.

Ensure that you provide copies of all supporting evidence.

Have you taken any actions to resolve the issue?

Yes  No

If yes, what actions did you take?

Have you discussed the issue with any staff members?

Yes  No

Name: \_\_\_\_\_ Date \_\_\_\_\_

Briefly describe what was discussed.

How do you think this issue can be resolved and what outcome(s) are you expecting or seeking from this complaint or appeal?

I confirm that the information I have provided about this issue is true and accurate.

Signature:

Date:

*To be signed by the person making the complaint / appeal.*

**Section 3: Blue Tongue Training Use**

<b>Complainant's name:</b>		<b>Date received:</b>	
<b>Reference number:</b>			
<b>Complaint received by:</b>	<input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> In Person <input type="checkbox"/> Phone		
<b>The complainant has been acknowledged by:</b>	<input type="checkbox"/> Email <input type="checkbox"/> Mail <input type="checkbox"/> Phone	<b>Date of acknowledgement:</b>	
<b>Staff member name:</b>			
<b>What action is required?</b>			
<b>Was it resolved with this action?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	What further action is required?	
<b>Comments:</b>			
<b>Complaint entered into register:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Date:</b>	
<b>Actioning officer:</b>		<b>Date:</b>	

Should the complaint or appeal be ongoing, all relevant contact and conversation between the complainant or appellant, Blue Tongue Training Pty Ltd and any third party must be documented and stored in the complainant's/appellant's file.

Complaints and appeals information / evidence will be retained securely with all supporting documentation for 5 years.