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| **Complainant Details** | |
| Names: | Click or tap here to enter text. |
| Contact details: | Click or tap here to enter text. |
| Date: | Click or tap here to enter text. |

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| **Complaint Details** | |
| Course / Service: | Click or tap here to enter text. |
| Please outline your complaint:  *Please include an outline of the issue in detail*  *What happened?*  *When did items occur?*  *Who was involved?* | Click or tap here to enter text. |
| Why do you think this issue has occurred? | Click or tap here to enter text. |
| What actions would you like to happen in order to resolve this issue? | Click or tap here to enter text. |

***Office use only:***

| ***Complaint Handling – MTA Training and Employment Representative*** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| *Complainant type:* | Student  Student Representative  Student (Minor / Child) | | Client  RTO Staff Member  Stakeholder | | Third Party Partner  Other:Click or tap here to enter text. | |
| *Complaint received by:* | By telephone  By email | In person  By letter / mail | | | | By fax  Other:Click or tap here to enter text. | |
| *RTO personnel receiving complaint:* | Click or tap here to enter text. | | | | | |
| *Complaint raised against:* | RTO  RTO Staff Member  Individual Working Under Direction | Student of the RTO  Industry Expert | | | | RTO Third Party Partner | |
| *Details:* |  | | | | | |
| *Complaint assessment:* | *Safety Concern? Need for Immediate Action? Likelihood of Compensation?*  Urgent  General | | | | | |
| *Immediate action taken (if any):* | Click or tap here to enter text. | | | | | |
| *The due date for a response:* | ASAP and by: Click or tap here to enter text. | | | | | |
| *Date written acknowledgement sent:* | Click or tap here to enter text. | | | | | |
| *Complaint handling allocated to:* | Click or tap here to enter text. | | | | | |
| *Identified primary cause of complaint:* | Time / Response Issue  Communication Issue  Training Product / Course Issue  Client Needs Not Defined Issue  Client Service Issue | | | Poor response to information request  Personnel Issue  Promises Not Delivered Issue  Other:Click or tap here to enter text. | | |

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| *Recurrent problem?* | Yes  No |
| *Further complaint details:* | Click or tap here to enter text. |
| *Actions taken to resolve complaint:* | Click or tap here to enter text. |
| *Continuous Improvement Record raised:* | Click or tap here to enter text.  *Include reference number if applicable* |
| *Actions taken to prevent reoccurrence:* | Update to course / training product  Provision of additional information  Amended system / policy / procedure  Personnel training conducted  Personnel support undertaken  Other:Click or tap here to enter text. |
| *Written confirmation to complainant:* | Attached Date despatched: Click or tap here to enter text.  Method of despatch:Click or tap here to enter text. |

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| General Manager Name & signature: | Click or tap here to enter text. | Date: | Click or tap here to enter text. |