

COMPLAINTS FORM

HOW TO SUBMIT: Collect this form from front desk or download from the website. Please fill the form and submit to the Student Service Officer or front desk or by post or email at support@alphainstitute.edu.au

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|---|---|--|--|--|
| Participant Name: | | | Participant ID Number: | |
| Telephone: | | | Date of Incident: | |
| Please tell us what the complaint is about | The College <input type="checkbox"/> | The premises or equipment <input type="checkbox"/> | Staff member <input type="checkbox"/> | Trainer /Assessor <input type="checkbox"/> |
| | Work placement <input type="checkbox"/> | | Another student <input type="checkbox"/> | Other <input type="checkbox"/> |
| Please describe in detail the matter that you want to raise as a complaint | | | | |
| | | | | |
| Complaint Resolution - Please answer the questions below then describe efforts made to resolve the issue around the complaint following our procedures | | | | |
| Have you discussed this with the person involved? Yes <input type="checkbox"/> No <input type="checkbox"/> or the trainer Yes <input type="checkbox"/> No <input type="checkbox"/> or a relevant member of staff Yes <input type="checkbox"/> No <input type="checkbox"/> Name of the discussed with: | | | | |
| If you are filling in this form, does this mean you are not satisfied with the suggested resolution? Yes <input type="checkbox"/> No <input type="checkbox"/> | | | | |
| Please explain: | | | | |
| | | | | |
| <p><i>Please make sure that you read the complaints policy and procedure in the Student Handbook and follow the procedure. We will treat your complaint following the procedure and communicate with you about this.</i></p> <ul style="list-style-type: none"> By lodging this form, I certify that the information I have provided on this form and in the attachments to the form is true, accurately represents the facts and includes all information relevant to my complaint. I understand that if I am not satisfied with Alpha Institute decision I can lodge an external appeal to skilling@education.gov.au can also go to the Overseas Student Ombudsman www.oso.gov.au Ombudsman at www.ombudsman.gov.au and inform to Alpha Institute within 5 days of lodgment. | | | | |
| Participant Signature: | | | Date: | |
| Alpha Institute decision: | | | | |
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| Decision made by: | | Signature & Date: | | |
| Decision noted by participant | | Participant signature & date: | | |