

Complaints Lodgement Form			
<b>SECTION 1 – Personal Details</b>			
<b>Name:</b>		<b>Title:</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss
<b>Address:</b>		<b>Post Code:</b>	
<b>Email:</b>		<b>Tel/ Mobile:</b>	
<b>SECTION 2 – Course / Unit/ Module Details</b>			
<b>Code/Title :</b>		<b>Date:</b>	
<b>SECTION 3 – Complainant Declaration</b>			
<p>I have read and understood the TDT Training Complaints Policy and I declare that the other party to the complaint may be contacted in an attempt to resolve the issue. I agree that TDT Training may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.</p>			
<b>Signature :</b>		<b>Date:</b>	
<b>SECTION 4 – Complaint Details</b>			
Please tick the following areas to which your complaint relates:			
<input type="checkbox"/> Training Materials <input type="checkbox"/> Training Facilities <input type="checkbox"/> Training Content/information <input type="checkbox"/> Training Environment <input type="checkbox"/> Training – Other <input type="checkbox"/> Other :	<input type="checkbox"/> Assessment Materials <input type="checkbox"/> Assessment Facilities <input type="checkbox"/> Assessment Environment <input type="checkbox"/> Assessment Location <input type="checkbox"/> Assessment - Other	<input type="checkbox"/> Services provided <input type="checkbox"/> Personal conflict/Behaviour <input type="checkbox"/> Discrimination <input type="checkbox"/> Victimisation <input type="checkbox"/> Privacy Breach	
Does your complaint involve another person (e.g. Trainer/Assessor/other student)? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please provide their name:			
Does your complaint involve witnesses? <input type="checkbox"/> YES <input type="checkbox"/> NO If yes, please provide the name/s and contact details of witnesses who are willing to support your claim:			
<b>Name:</b>		<b>Name:</b>	
<b>Address:</b>		<b>Address:</b>	
<b>Tel/Mobile:</b>		<b>Tel/Mobile:</b>	

<p><b>*Please outline the nature/circumstances of your complaint:</b> (Mandatory Information)</p>																				
<p><b>*What actions have you taken, in an attempt to resolve this matter? (eg. Spoken to the assessor about the issue)</b> (Mandatory Information)</p>																				
<p><b>*What action/resolution would you like to see occur/implemented?</b> (Mandatory Information)</p>																				
<b>Admin Use Only</b>																				
<table border="0" style="width: 100%;"> <tr> <td style="width: 40%;"><input type="checkbox"/> Complaint Form Received (Admin)</td> <td style="width: 10%; text-align: center;"><b>Initial</b></td> <td style="width: 10%; text-align: center;">_____</td> <td style="width: 10%; text-align: center;"><b>Date:</b></td> <td style="width: 30%;"></td> </tr> <tr> <td><input type="checkbox"/> Complaint Lodgement recorded (Register)</td> <td style="text-align: center;"><b>Initial</b></td> <td style="text-align: center;">_____</td> <td style="text-align: center;"><b>Date:</b></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Letter of Acknowledgement sent</td> <td style="text-align: center;"><b>Initial</b></td> <td style="text-align: center;">_____</td> <td style="text-align: center;"><b>Date:</b></td> <td></td> </tr> <tr> <td><input type="checkbox"/> Complaint Forwarded to Director</td> <td style="text-align: center;"><b>Initial</b></td> <td style="text-align: center;">_____</td> <td style="text-align: center;"><b>Date:</b></td> <td></td> </tr> </table>	<input type="checkbox"/> Complaint Form Received (Admin)	<b>Initial</b>	_____	<b>Date:</b>		<input type="checkbox"/> Complaint Lodgement recorded (Register)	<b>Initial</b>	_____	<b>Date:</b>		<input type="checkbox"/> Letter of Acknowledgement sent	<b>Initial</b>	_____	<b>Date:</b>		<input type="checkbox"/> Complaint Forwarded to Director	<b>Initial</b>	_____	<b>Date:</b>	
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<input type="checkbox"/> Complaint Forwarded to Director	<b>Initial</b>	_____	<b>Date:</b>																	
<p><b>Note: Please email this completed form to <a href="mailto:complaints@tdt.edu.au">complaints@tdt.edu.au</a></b> <b><a href="#">TDT's complaints and appeals policy and procedure</a></b></p>																				