

Complaints Lodgement Form

SECTION 1 – Personal Details

| | | | |
|-----------------|--|----------------|--|
| Name: | | Title : | <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss |
| Address: | | | Post Code: |
| Email: | | | Tel/ Mobile: |

SECTION 2 – Course / Unit/ Module Details

| | | | |
|---------------------|--|--------------|-----|
| Code/Title : | | Date: | / / |
|---------------------|--|--------------|-----|

SECTION 3 – Complainant Declaration

I have read and understood the Nomi College 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 Nomi College 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.

| | | | |
|--------------------|--|--------------|-----|
| Signature : | | Date: | / / |
|--------------------|--|--------------|-----|

SECTION 4 – Complaint Details

Please tick the following areas to which your complaint relates:

- | | | |
|---|---|--|
| <input type="checkbox"/> Training Materials | <input type="checkbox"/> Assessment Materials | <input type="checkbox"/> Services provided |
| <input type="checkbox"/> Training Facilities | <input type="checkbox"/> Assessment Facilities | <input type="checkbox"/> Personal conflict/Behaviour |
| <input type="checkbox"/> Training Content/information | <input type="checkbox"/> Assessment Environment | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Training Environment | <input type="checkbox"/> Assessment Location | <input type="checkbox"/> Victimisation |
| <input type="checkbox"/> Training – Other | <input type="checkbox"/> Assessment - Other | <input type="checkbox"/> Privacy Breach |
| <input type="checkbox"/> Other : | | |

Does your complaint involve another person (e.g. Trainer/Assessor/other student)? ☐ YES ☐ NO

If yes, please provide their name:

Does your complaint involve witnesses? ☐ YES ☐ NO

If yes, please provide the name/s and contact details of witnesses who are willing to support your claim:

| | | | |
|-----------------|--|-----------------|--|
| Name: | | Name: | |
| Address: | | Address: | |

Complaints Lodgement Form

Tel/Mobile:

Tel/Mobile
:

Please outline the nature/circumstances of your complaint:

What actions have you taken, in an attempt to resolve this matter:

What action/resolution would you like to see occur/implemented:

| | | | | |
|--|----------------|--------------|---|---|
| <input type="checkbox"/> Complaint Form Received (Admin) | Initial | Date: | / | / |
| <input type="checkbox"/> Complaint Lodgement recorded (Register) | Initial | Date: | / | / |
| <input type="checkbox"/> Letter of Acknowledgement sent | Initial | Date: | / | / |
| <input type="checkbox"/> Complaint Forwarded to Director | Initial | Date: | / | / |

RTO Number: 31518

CRICOS Number: 03569A

Author : Nomi College

Version number : 1.0

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Note: Use "Complaints Progress Form" to record further actions regarding this Complaint.

| | | |
|----------------------|-----------------------|---------------------------|
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| Version number : 1.0 | | Page 4 of 4 |