

COMPLAINT/GRIEVANCE/APPEAL FORM

Send this form via email to support@auscbt.edu.au

Or via post to Shop 2, 382 Church Street, Parramatta NSW 2150

COMPLAINANT DETAILS (PLEASE COMPLETE RELEVANT DETAILS)	
First Name:	
Second Given Name (Middle Name):	
Family Name (Surname):	
Phone Number (insert area code if not mobile):	
Email Address:	
DESCRIBE YOUR COMPLAINT/GRIEVANCE/APPEAL	
<input type="checkbox"/> Complaint (<i>1st notification of your dissatisfaction or of an issue that has occurred</i>). <input type="checkbox"/> Grievance/Appeal (<i>Application to have the outcome of a complaint reviewed because you are not satisfied or believe the process followed regarding your complaint was not managed appropriately</i>).	
Detailed description of the Complaint or Grievance/Appeal (the issues and any action/outcomes to date) (include dates and names of people involved – use and attach additional page(s) if required).	
For Grievance/Appeal's, please explain why you are making it. Use and attach additional page(s) if required.	
Have you attached supporting evidence? (If yes, please list. If no, can you explain why not). Use and attach additional page(s) if required.	
DECLARATION AND SIGNATURE	
The information provided by you in this form will be used for the purpose of general participant administration, planning and communication with staff members. Information provided will be held securely and will be accessed only by relevant personnel. Refer to the Privacy Policy and Complaints and Appeals Policy for further information. I have read and understood the Complaints and Appeals Policy and believe I have reasonable grounds for complaint or lodging a grievance/appeal. I understand that lodging this complaint/grievance/appeal does not guarantee me the outcome I desire. I acknowledge that I have read all information and confirm that I agree and all information provided by me is true and correct.	
Printed Full Name of Applicant:	
Signature of Applicant:	Date:
If you remain dissatisfied with the Internal complaints and appeals process, you have the right to access avenues of External Appeal. Please see the Complaints and Appeals policy for details. Please note: fees may be applied by the External body. You will be advised of the outcome of your complaint/grievance/appeal within the timeframes stated in the Complaints and Appeals Policy.	