



## COMPLAINT HANDLING FORM

COMPLAINT DETAILS			
Student Name			
Address		Postcode	
Phone			
Email			

WHO IS THE COMPLAINT AGAINST	
Is the complaint against an area/campus?	<input type="checkbox"/> Yes <input type="checkbox"/> No   Campus:
Is the complaint against an individual?	<input type="checkbox"/> Yes <input type="checkbox"/> No   Individual:
Was an interpreter used?	<input type="checkbox"/> Yes <input type="checkbox"/> No   Name of interpreter:
SUMMARY OF COMPLAINT (What happened? Who was involved? When and where did it happen?)	
How was the complaint made?	<input type="checkbox"/> verbal <input type="checkbox"/> written <input type="checkbox"/> other
Any special circumstances? (e.g. vision impaired)	

RESOLUTION REQUESTED BY COMPLAINANT		
ACTION TAKEN		
OUTCOME		
RECEIVING OFFICER		
Name	Position	Campus
Signature	Date	

FORMAL PROCEDURE (refer Complaint Procedure QM002PRO)		
<p><b>Stage 1</b> Quality Manager must be notified in writing of a formal complaint within 2 working days. The Manager Planning &amp; Quality will:</p> <ul style="list-style-type: none"> <li>record the complaint on the complaints register; and</li> <li>refer the complaint to the responsible area for resolution</li> </ul> <p>The complaint should be responded to within 2 working days after being received by the responsible area and resolved within 10 working days.</p>	<p>Date QDC notified of formal Complaint</p> <p>Date of written outcome to Complainant</p> <p>Progress notes:</p>	<hr/> <hr/> <hr/>
<p><b>Stage 2</b> Seek MD approval of proposed complaint outcome.</p> <p>If Complainant is not satisfied with outcome of stage 1 they may lodge an appeal to the Managing Director. Complainant has opportunity to formally present their case. Written statement of appeal outcome and reasons to be given to Complainant upon completion of the review.</p>	<p>Does Complainant want to lodge an appeal?</p> <p>Date of Complainant's written appeal to MD</p> <p>Dates given to Complainant to present their case?</p> <p>Date of written statement of appeal outcome</p> <p>Progress notes:</p>	<hr/> <hr/> <hr/> <hr/>
<p><b>Stage 3</b> If Complainant is not satisfied with outcome of stage 2 they may lodge an appeal with the WA Ombudsman within 28 days from the written notice provided by MD</p>	<p>Does Complainant want to lodge an appeal with Ombudsman?</p> <p>Date of Complainant's written appeal to Ombudsman</p> <p>Date of written statement of Ombudsman's appeal outcome</p> <p>Date MD notifies Complainant of the course of action the College intends to take in relation to the arbitration</p> <p>Progress notes:</p>	<hr/> <hr/> <hr/> <hr/>
<p>Date complaint finalised (within 30 days)</p>		
<p>How was the Complainant notified?</p>		
<p>QUALITY MANAGER SIGN-OFF</p>		
<p>Name:</p>		
<p>Signature</p>	<p>Date:</p>	

Send this form to: [Quality@NRTafe.wa.edu.au](mailto:Quality@NRTafe.wa.edu.au)

Hyperlinks - [Complaints Management Policy \(DTWD\)](#) - [QM001POL](#)