

Skills Training Australasia aims to provide a fair, safe and productive work and study environment for all. Consideration of complaints and grievances will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with the principles of natural justice.

If appropriate, you should attempt to resolve your complaint directly with the person(s) concerned and as early as possible.

Before lodging a formal complaint, students are requested to read carefully the Student Complaint Policy and Procedure and relevant policies relating to grievances.

A grievance will not formally be investigated until all efforts by the aggrieved student to resolve the grievance through informal processes and formal complaint processes have been exhausted.

Completed complaint lodgement forms are to be sent to Quality and Compliance in a sealed envelope marked:

CONFIDENTIAL

Quality and Compliance

Administration Office,

Skills Training Australasia

Level 7, 628 Bourke Street, Melbourne VIC 3000

Or email: info@skillstraining.edu.au

Please note, the contents of this form (which describes the grievance, steps taken to resolve the complaint, and the desired outcome) will be distributed to relevant other parties to the complaint.

Personal information provided at the beginning of this form (excluding your name) is for administration purposes only and will be kept confidential.

Title (Mr/Mrs/Ms/etc)

Surname or family name

Given name (or other name)

Address

Telephone (Home)

Telephone (Work)

Telephone (Mobile)

Email

Student ID

Class/Group

QUALIFICATION/COURSE:

DESCRIBE YOUR complaint (Including the parties to the complaint)
(Attach extra pages if necessary)

WHAT IS YOUR DESIRED OUTCOME WHICH YOU BELIEVE WOULD SETTLE THE COMPLAINT
(Attach extra pages if necessary)

Signature

Date

OFFICE USE ONLY

Date complaint received

By Quality and Compliance

Complaint Number

Complaint Log – Yes/No