

Complaints Lodgement Form

SECTION 1 – Personal Details

Student Id:		Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss
Given Name:		Family Name:	
Email:		Tel/Mobile:	

SECTION 2 – Course / Unit/ Module Details

Code/Title:		Date:	
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SECTION 3 – Complainant Declaration

I have read and understood the Pioneer 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 Pioneer 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:	
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SECTION 4 – Complaint Details

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"/> Victimization <input type="checkbox"/> Privacy Breach
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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:	
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:																
Compliance Manager Use Only																
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 35%;"><input type="checkbox"/> Complaint Form Received</td> <td style="width: 15%;">Initial</td> <td style="width: 30%; border-top: 1px dashed black;"></td> <td style="width: 20%;">Date:</td> </tr> <tr> <td><input type="checkbox"/> Complaint Lodgement recorded</td> <td>Initial</td> <td style="border-top: 1px dashed black;"></td> <td>Date:</td> </tr> <tr> <td><input type="checkbox"/> Letter of Acknowledgement sent</td> <td>Initial</td> <td style="border-top: 1px dashed black;"></td> <td>Date:</td> </tr> <tr> <td><input type="checkbox"/> Complaint Forwarded to Director</td> <td>Initial</td> <td style="border-top: 1px dashed black;"></td> <td>Date:</td> </tr> </table>	<input type="checkbox"/> Complaint Form Received	Initial		Date:	<input type="checkbox"/> Complaint Lodgement recorded	Initial		Date:	<input type="checkbox"/> Letter of Acknowledgement sent	Initial		Date:	<input type="checkbox"/> Complaint Forwarded to Director	Initial		Date:
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<input type="checkbox"/> Complaint Forwarded to Director	Initial		Date:													
Note: Use "Complaints Progress Form" to record further actions regarding this Complaint.																

Record of Updates and Changes:

Version No.	Issue date	Nature of Amendment
1.1	1 July 2020	Finalized document.
1.2	09 Feb 2022	Added Header and Footer, Adjusted Margin, Tables, Changed Font, Font Size, Font Colour, Alignment.
2.0	07 Oct 2022	Princeton Logo changed to Pioneer, The word Princeton removed from all places and Pioneer added, amended table.