

Complaint Lodgement Form

SECTION 1 – Personal Details

Name:		Title:	☐ Mr ☐ Mrs ☐ Ms ☐ Miss
Student Id:		Group No:	
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 Complaint and Appeals Policy and Associated Procedure 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:

- | | | |
|---|--|---|
| ☐ Training Materials | ☐ Assessment Materials | ☐ Services provided |
| ☐ Training Facilities | ☐ Assessment Facilities | ☐ Personal |
| ☐ Training | ☐ Assessment | ☐ Conflict/Behaviour |
| ☐ Content/information | ☐ Environment | ☐ Discrimination |
| ☐ Training Environment | ☐ Assessment Location | ☐ Victimisation |
| ☐ Training – Other | ☐ Assessment - Other | ☐ Privacy Breach |
| ☐ 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:	
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

☐ Complaint Form Received	Initials		Date:	/	/
☐ Complaint Lodgement Recorded	Initials		Date:	/	/
☐ Letter of Acknowledgement Sent	Initials		Date:	/	/
☐ Complaint Forwarded To Director	Initials		Date:	/	/

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