



Complaint Number

Complaint Lodgement

Complainant to complete when lodging complaint

Name:

Course:

Course Start Date:

Course End Date:.....

Address:

Postcode Ph / Mobile

Details of Complaint

(Please enter as much detail as you can to assist Work Savvy Training in addressing your concerns)

Date: Time: Location:

Persons Involved (Other than the person notifying):

Complaint detail

(If the complaint relates to an event, please detail it step-by-step)

.....
.....
.....
.....
.....

Were there any injuries, or damage to property? (Circle) Yes No

(If 'Yes') Can you describe the injuries or damage?

.....
.....

Were there any witnesses? (Circle) Yes No

(If yes) Names:

.....
.....

Other relevant information

.....
.....

What, if any, particular response or action does the person making the Complaint seek or expect?

.....
.....
.....

Complainant: Date:
(Signature)

Complaint Interview

Complainant to complete after meeting with CEO to discuss complaint

Did the CEO of Work Savvy Training respond to your complaint within 5 working days of lodgement?

(Circle) Yes No

Was a resolution to your complaint agreed upon during your interview with the CEO of Work Savvy Training?

(Circle) Yes No

Describe the details of actions and the resolution that was agreed.

.....
.....
.....
.....

(If no mutually acceptable action to resolve the complaint can be agreed upon write 'No Agreement')

The above Statement of Details is a fair and accurate record of our interview.

Complainant: Date:

Please ensure this document is signed and returned to the CEO so actions can be approved and implemented immediately

The above action proposed to resolve the complaint is approved.

Work Savvy Training CEO: Date:
(Signature)