**COMPLAINT FORM**

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| **Please complete the form and email to:** [**admin@binnacletraining.com.au**](mailto:admin@binnacletraining.com.au) |

NOTE: By completing this form, you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

You will receive a confirmation receipt within 48 hours from the time the complaint is received.

|  |  |
| --- | --- |
| Date | Click or tap to enter a date. |
| Name | Click or tap here to enter text. |
| School / Company | Click or tap here to enter text. |
| Email Address | Click or tap here to enter text. |
| Contact Number | Click or tap here to enter text. |
| Please detail your concern in full, giving as much detail as possible: | |
| Click or tap here to enter text. | |
| Signature |  |

***OFFICE USE ONLY***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Received by | | Click to enter text. | Complaints Number Issued | | Click to enter text. | |
| Date | | Click to enter a date. | Given to COO | | Click to enter text. | |
| Date written acknowledgement forwarded | | Click to enter a date. | By | | Click to enter text. | |
| Date Issued | | Click to enter a date. | Follow up Date*Note: 60-day limit* | | Click to enter a date. | |
| Action Taken (meetings, investigation, interviews, formal hearings). Attach all documentation. | | | | | | |
| Note any referral to independent party or authority. Click or tap here to enter text. | | | | | | |
| Record of decision and any further recommendations for action (improvement, corrective or preventive actions). | | | | | | |
| Click or tap here to enter text. | | | | | | |
| **Specify possible improvement based on complaint.** | | | | | | |
| Click or tap here to enter text. | | | | | | |
| **Date of finalisation or external referral.** | | | | | | |
| **Signature** |  | | | **Date** | | Click to enter a date. |
| **Entry into file** | Select | | | **Date** | | Click to enter a date. |