

Complaints and Appeals Form

SECTION ONE – INSTRUCTION

This form is used to register a formal Complaint or Appeal, whereby:

- A **Complaint** is the formal acknowledgement of dissatisfaction regarding a product, service or conduct by MultiSkills, its staff, contractors, students or any relevant third parties. A Complaint can relate to the enrolment process, marketing information and permissions, quality of training and assessment, student progress, student support or the behaviour or actions of MultiSkills staff, contractors, students or any relevant third parties.
- An **Appeal** is a formal request for an alternative decision to be made by MultiSkills regarding a previous lodged Complaint.

For a **Complaint**: Please populate Sections 2, 3, 4 and 6 of this form.

For an **Appeal**: Please populate Sections 2, 3, 5 and 6 of this form.

Once completed, please compile and attach any supporting documentation and either send it electronically to complaints@multiskills.com.au

SECTION TWO – CONTACT INFORMATION

2.1	Please select the options that best identifies your relationship with MultiSkills:				
	<input type="checkbox"/> Student	<input type="checkbox"/> Parent/Guardian	<input type="checkbox"/> Employer	<input type="checkbox"/> MultiSkills staff member	<input type="checkbox"/> Other (please specify):

2.2	Please provide your contact details. These contact details will be used by MultiSkills to correspond with you regarding this matter:				
	Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms / Miss	<input type="checkbox"/> Other
	Family name				
	Given names				
	Email address				
	Postal address (including postcode)				
	Student number (if applicable)				
	Contact details	Home Phone Number: Mobile Phone Number: Work Phone Number:			

SECTION THREE – UTILISATION OF THIS FORM

3.1	Please tick the appropriate option:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal
			Please provide MultiSkills Complaint Reference No (#):

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
 Document Owner: Rob Gaunt
 Version: 1.0

Document Approver: Rob Gaunt
 Issue Date: 01/10/2023
 Review Date: 01/12/2024

SECTION FOUR – COMPLAINT DETAILS

4.1	What is your complaint? Please include any background information, including specific dates, names and other details to help our investigation.	
4.2	Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.	
4.3	Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help, and what was the result? If you have not attempted to resolve the matter informally, please explain why.	
4.4	What effect has this matter had on you? And what outcome for resolution are you seeking?	

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
 Document Owner: Rob Gaunt
 Version: 1.0

Document Approver: Rob Gaunt
 Issue Date: 01/10/2023
 Review Date: 01/12/2024

SECTION FIVE – APPEAL DETAILS

5.1	Why do you not agree with the resolution of the complaint?	
5.2	Do you have any new evidence to support your appeal? Please attach copies of any relevant documents.	
5.3	What outcome for resolution are you seeking?	

SECTION SIX – ACKNOWLEDGEMENT

Through submission of this form, I confirm that all information provided here is true, correct, and accurate to the best of my knowledge. I understand that a formal investigation of my complaint requires that the details of my complaint or appeal (including my identity) may be shared with any of the persons involved in the complaint or appeal so that they can respond. These details may also be shared with potential witnesses. I also confirm that I have read and understood the *Complaints and Appeals Policy* and will provide any supporting documentation (if required) to support this matter.

By reading this disclosure, I also confirm that I understand that MultiSkills will treat sensitive information received or exchanged during an investigation of the Complaint or Appeal in accordance with the *Corporate Governance Policy* (which can be found in the Student Handbook):

4.2	Name	
4.3	Signature	
4.4	Date	

This is a controlled document and is uncontrolled when downloaded or printed in hardcopy format.

Document Name: Complaints and Appeals Form
 Document Owner: Rob Gaunt
 Version: 1.0

Document Approver: Rob Gaunt
 Issue Date: 01/10/2023
 Review Date: 01/12/2024