

Complaints and Appeals Form

Your Details

If you would like Prahran Community Learning Centre Inc. (*thereafter known as PCLC or the RTO*) to respond to your complaint you must provide at least your name and one method of contact.

Family Name: _____

Given Name(s) _____

Address _____

Phone number (home) _____ (work) _____ (mobile) _____

Fax _____ email _____

My student number is _____ (*if applicable*).

I am/was enrolled in the following course: _____

I am a: (please tick)

- Student
- Parent or guardian
- Employer
- Other (please specify) _____

Type of complaint

Please tick the main type(s) of issue(s) your complaint relates to:

Enrolment (marketing material, recruitment, application/enrolment / induction procedures)		Personal (student behaviour, harassment or unfair treatment)		Financial	
Support Services		Education (facilities, assessment results, assessment quality, progression, curriculum, staff qualifications, qualification issuance)		Appeal (against internal decision)	
Privacy (handling personal information, access to personal records)		Articulation (recognition of external qualification or institute)		External (complaint not related to education eg: noise, parking, student behaviour)	

Other: (please specify)

Complaint details

Please provide specific details of what your complaint is about, and when the matter(s) involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary, you may attach extra pages or material to this form.

Have you discussed your matter with a staff member? Yes No

If yes, when? _____

Who dealt with the matter? _____

What was the result? _____

Signature: _____

Date: _____

Privacy Note: The information in your complaint, including your name, will be disclosed to the relevant staff member concerned during the course of investigating your complaint. If you do not include your name and address details we will not be able to respond to your complaint.

Please mail this form to 40 Grattan Street, Prahran VIC 3181 or hand it at Reception

Office Use Only

Received by: _____ Date: _____

Entered into Complaints and Appeals Register by: _____ Date: _____

VERSION CONTROL AND CHANGE HISTORY

Document Title	Version No	Key Words	Approval Date	Author	Approved by	Amendment
Complaints and Appeals Form	One	Complaints and appeals	06/12	Education Compliance Manager	Principal Executive Officer	N/A