



What actions have to be taken to attempt to resolve this issue?

What actions would you like to see implemented or occur in this instance?

I have read and understood Southern Cross Rail Training Complaints/Appeals Policy and Procedure
Document 44.

Name: (print) _____

Signed: _____

Date: _____



Written Feedback to be given by: _____

NB: Written complaints will be dealt with within **fifteen (15) days**.

Outcome:

If outcome is unsatisfactory, referred on to:

Name: _____ Date: _____

Organisation: _____

Follow up required and by who: _____

Follow up outcome:

Signed: _____

Position: _____

Date: _____