

Complaints/Appeals Public Form (6.1 – 6.5)

To be completed by the person making the complaint.

Information about the complaint process:

- Attempt to resolve the complaint informally. Speak with the person.
- If informal attempts are unsuccessful, complete the form below.
- Hand the completed form to our receptionist, or mail the form to the address below.
Your complaints will be treated confidentially and you will not experience any loss of support or service because of a formal complaint.
- While the complaint is being investigated, you are entitled to remain in the course
- Explain the complaint in the form below procedure.
- Read the complaints and appeals procedure; available on the website.
- The complaint/appeal will be investigated by the Training Manager and details documented.
- **NB:** Written complaints to be dealt with within **fifteen (15) days** and you will be informed of the outcome within 7 days of a decision being made.
- If more than 60 days is taken to resolve the issue, written communications with the complainant must be provided weekly to keep them up to date with the progression of the complaint.



Complaints/Appeals Public Form (6.1 – 6.5)			
Your full name		DOB	dd / mm / yyyy
Your address			
Your phone number			
Your email address			
Course Date	dd / mm / yyyy	Date incident occurred	dd / mm / yyyy
Does this incident involve another person?	Yes <input type="checkbox"/> If yes, please provide their details		No <input type="checkbox"/>
Provide contact details of any witnesses:			
Details of Complaint	Compliant <input type="checkbox"/>	Appeal <input type="checkbox"/>	
Provide details about what happened			
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What actions have to you taken to attempt to resolve this issue?			
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What actions would you like to see implemented or occur in this instance?			
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Declaration - I have read and understood SCRT Training Complaints/Appeals Policy and Procedure (Doc 10)			
Name: (print)			
Signed:		Date:	dd / mm / yyyy