

Complaints and Appeals Form

This form is to be completed by the Learner wishing to lodge a complaint / appeal.

The form can be lodged in person or via email to training@maxima.com.au and will be actioned by the relevant manager.

Definitions

Complaint: any action sought by a Learner in relation to training related issue/s, as a response to their dissatisfaction / or disapproval with any aspect of Maxima Training Services.

Appeal: any action sought by a Learner to request re-evaluation of an assessment, resulting from dissatisfaction or disagreement with a result awarded.

Complainant Details			
Name:			
Contact number:		Email:	
Date of Incident:			
Qualification / Course Details:			
Complaint or Appeal Details			
I wish to lodge a:	<input type="checkbox"/> Complaint	<input type="checkbox"/> Appeal	
Please describe the nature of the issue (Including units for appeal)			
Documents attached	<input type="checkbox"/>		
Please details the actions you have taken to resolve this issue (if applicable)			
What outcome would you like to see?			
Signature:		Date:	

Office Use only - to be completed by relevant Manager

Desired Outcome

<input type="checkbox"/>	Refund / credit note	<input type="checkbox"/>	Meeting with Manager
<input type="checkbox"/>	Reassessment of work	<input type="checkbox"/>	Other, please specify

Details of Actions taken (include date/s)

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<input type="checkbox"/>	Quality comment lodged Number:	Initial:		Date:	
<input type="checkbox"/>	Learner informed of outcome (correspondence attached)	Initial:		Date:	
<input type="checkbox"/>	Quality comment updated to reflect outcome	Initial:			

Signature:		Date:	
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