the learning collaborative

COMPLAINT / APPEAL FORM

Uncontrolled copy if printed

Complaints and Appeals

The first step where a client service issue needs to be resolved is for the client to discuss the issue with their trainer or representative that the complaint/appeal is with to attempt to resolve the matter.

If the issue is unable to be resolved locally with the local TLC representative, The Learning Collaborative should be notified in writing of the complaint / appeal to allow TLC to commence formal procedures. In such cases this form is to be submitted, with any additional supporting evidence within 10 days and managed in accordance with the complaints and appeals procedure as documented in the student handbook.

The client is asked to detail below the nature of the complaint / appeal including dates and times. Once the form is completed the form must be send to the email address below. In accordance with the complaints and appeals process the Director or delegate will make contact with the client within the stipulated time period.

Once a decision is made all parties will be contact and advised of the outcome. If you are not satisfied with the outcome from the proceedings you may escalate the matter to the identified parties in the policy and procedure contained in the TLC Prospective and Student Handbook.

If more room is required please type electronically and attach with this form.

Where to return this form

Please return the completed form to enquiries@tlc.training

Learners details

Name:_____

Email contact:_____Phone number:

Trainers details

Name:_____

Organisation Name: _____

Email contact:_____Phone number:

Details of Complaint / Appeal

Learners signature:_____Date: _____

Management Outcome

The management team member that has conducted the investigation is required to provide an overview of the information collected during this process. Please attach the notification sent to the complaint and file in the complaints folder and the students folder.

Name of person signing: _____

Signature: _____ Date: _____