

<b>Complaint Number</b>
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## Complaint Lodgement Form

*Complainant to complete when lodging a formal complaint*

**Date of lodgement of the complaint:** .....

**Name:** .....

**Course:** .....

**Course Start Date:** ..... **Course End Date:** .....

**Ph/Mobile:** .....

### Details of Complaint

*(Please enter as much detail as you can to assist Work Savvy in addressing your concerns. You may attach additional sheets if required)*

Date incident occurred:

Location incident occurred:

Persons involved (other than yourself):

### Outline what occurred:

Were there any injuries, or damage to property? (Circle)      Yes No

(If 'Yes') please describe the injuries or damage?

Were there any witnesses? (Circle)      Yes No

(If 'Yes') Names:

Other relevant information

What, if any, response or action are you seeking or expecting?

***I declare that I have provided all details in an accurate manner, to the best of my knowledge.***

Complainant: .....  
(Signature)

Date: .....

***Office Use Only***

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┌ **This complaint was acknowledged within 48 hours of receipt.**

(Circle) YES NO Initial of Authorised Officer: .....

┌ **The complainee has been notified in the event that it is expected that the complaint will require more than 60 days to resolve.**

(Circle) YES NO N/A Initial of Authorised Officer: .....

┌ **This complaint has been entered onto Options Learning Services Continuous Improvement Register and will be monitored to closure.**

(Circle) YES NO Initial of Authorised Officer: .....