

Document Details	
<b>Title</b>	Complaints Form
<b>Division</b>	PeoplePlus Education TOID: 4011 TOID: 21912
<b>Division</b>	PeoplePlus Education
<b>Date for Review</b>	January 2017
<b>Document Author</b>	Cheryl Crispo – IT Manager

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	15/6/2016	Document established	
2.0	28/9/2016	Document updated with rebranding	Cheryl Crispo

### 1 Scope

This Policy applies to both PeoplePlus Education (TOID 4011) and Australian Employment and Training Solutions (AETS) (TOID 21912) including all PeoplePlus staff; students and prospective students, member of the public.

From herein, both Training Organisations will be referred to as “PeoplePlus”.

### 2 Purpose

Please use this form to outline your concerns relating to a prior complaint; if you are unhappy with, or would like to seek further information about; the decision and/or response you received from PeoplePlus.

### 3 Details

Name:	
Date:	
Details of prior complaint:	

Name of person who handled your complaint (if known):	
Complaint number from CA&I Register (if known):	
Reason/s you are unhappy with the response/decision you received about original complaint:	
Have you discussed this appeal with anyone other staff member since the original complaint was handled?	
Do you have a preferred outcome to this complaint? Please provide details and further information:	

**4 Staff Use Only**

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Please attach copy of original complaint from CA&I Register:	Yes / No
Has the original complaint been followed up on appropriately and according to the ICP0007/14 Policy and Procedure?	Yes / No  Further detail:

<p>What further action can be taken to meet the client's needs (if any)?</p>	
<p>Is external or independent mediation required?</p>	<p>Yes / No Provide details:</p>
<p>Has the client been notified of the above in writing:</p>	<p>Yes / No Provide detail (e.g. email/letter, date)</p>

Any further relevant information:	
Staff Member:	
Signature:	
Date:	