

Complaints & Appeals Form



Complainant Name		COMPLAINT AGAINST <input type="checkbox"/> Trainer <input type="checkbox"/> Student <input type="checkbox"/> SBI Staff Member <input type="checkbox"/> Resources <input type="checkbox"/> Assessment Tools <input type="checkbox"/> Sydney Business Institute Pty Limited
Date Submitted		
Who is complaining (Please tick)	<input type="checkbox"/> Student <input type="checkbox"/> SBI Staff Member <input type="checkbox"/> Trainer/Assessor	
Form submitted to		
Other party/s involved		
C&A Register No		

Appeal's must be lodged within 7 days of initial result being determined.
Refer to SBI's Grievance & Mediation Policy in the Student Handbook for procedure.

DETAILS OF COMPLAINT/GREIVANCE/APPEAL

APPEALS: Have you discussed this matter with your trainer in an attempt to reach a decision? Yes/No

Complainant is given the opportunity to complete a Complaints Report Form, with this form, if there is not enough room on this form for the complaint. Complaints Form attached Yes/No

Signed By: _____ **Date:** _____

Form submitted to SBI Manager or PEO Date: _____

OFFICE USE ONLY

Written Acknowledgement (within 5 business days)

- Written acknowledgement has been given to the complainant

Initial Meeting: (within 10 business days)

- Complaint raised
- Initial meeting held to discuss with all parties involved in the complaint, in order to find a solution agreeable to all parties.
- Solution found and remedied (Please continue to Appeal Outcomes section)

Further investigation required: (within 60 calendar days)

- Referral to SBI Manager or nominated person.
- Referred to a third party/panel
- Referral to other services (i.e. counselling services or LLN)
- Referred to National Training Complaints Hotline
- Referral to government body (i.e. police, hospital)
- Referral to funding body (i.e. DET, VTG)

SBI is responsible for acting upon the subject of any complaint/appeal found to be substantiated.

APPEAL OUTCOMES

Action/Response Taken By:

Date:

FEEDBACK FROM COMPLAINANT

- Satisfied with outcome
- Dissatisfied with outcome – Further action required
- Matter was dealt with within a reasonable timeframe Yes/No

Other comment:

Complainant Signature:

Date:
