

Complaint: A complaint is an action taken by a learner or client in relation to an issue or dissatisfaction with any aspect of Transqual's services or operations (other than a result of an assessment).

Appeal: an action by a learner to request a re -evaluation of an assessment resulting from dissatisfaction or disagreement with a competency result awarded (usually a not competent result).

LEARNER/CLIENT DETAILS

Name:		Learner ID number: or Company Name:	
Address:		Contact Details:	

COMPLAINT / APPEAL DETAILS

I wish to lodge a: Complaint Appeal

Complaint Details:

Date/Dates on which the alleged issue occurred:

Name/s of the person/people against whom the complaint is made:

Please describe the nature of the complaint (i.e complaint against Transqual's services, discrimination, harassment etc)

If you have any supporting information in relation to the complaint please list it and ensure copies are attached:

Appeal Details:

Course/Qualification Name:

Unit of competency:

Please describe why you would like to appeal the assessment decision made on your unit of competency:

If you have any supporting information please list it and ensure copies are attached

Did you take any steps to resolve the complaint or appeal prior to lodging this complaint or appeal? If yes please provide details.

What outcome would you like to see from raising this complaint or appeal?

Learner / Client Signature:

Date:

OFFICE USE ONLY

Desired outcome

- | | |
|--|--|
| <input type="checkbox"/> Refund | <input type="checkbox"/> Meeting with a National Manager |
| <input type="checkbox"/> Assessment re-marked | <input type="checkbox"/> Other, please specify |
| <input type="checkbox"/> Require Third Party involvement (See over page) | |

Details of outcome taken; and if a Third party is required, please give details of the third party to be involved:

Follow up			
Office involved:	<input type="checkbox"/> Townsville	<input type="checkbox"/> Brisbane	<input type="checkbox"/> Beresfield <input type="checkbox"/> Melbourne <input type="checkbox"/> National
Name of Manager who followed up on complaint or appeal:			
The learner or client has been information of the outcome (email/letter attached)		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Does this complaint or Appeal require more than 60 days to finalise the process? If yes, please explain why?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Has the client or Leaner been made aware in writing of the reasons to the extension? If no, please explain why?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
What continue improvement/ process can be implemented so the complaint or appeal does not occur again:			
Transqual Staff, contractors or partners have been informed of complaint or appeal (where applicable) and informed of continuous improvement or updated processes.			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
Complaints or Appeal Reference Number:		Details have been entered into the Complaints/Appeals Register	<input type="checkbox"/> Yes <input type="checkbox"/> No
Signed:		Date:	