

Complaints and Appeals Form

Complaint or Appeal Number

To be completed by complainant or appellant	
Name of person submitting complaint or appeal:	
Email address:	
Postal address:	
Phone number:	
Please describe the nature of the complaint or appeal:	Date:
	Location:
	Person(s) involved:
	Assessment unit of competency:
	Reason for complaint or appeal:
Please list and attach any supporting documents in relation to the complaint or appeal?	Document name:
Were any steps taken to resolve the complaint prior to lodgement?	If No, please provide reason why steps were not taken to resolve issue: If Yes, please provide details:
What outcome are you seeking?	
Reported by: Name:	Date:
Email this form to feedback@jbhunter.edu.au within 2 business days of the problem occurring	

To be completed by Quality and Assurance Manager

Record complaint or appeal in Complaints and Appeal register
Add C&A number to this form

Has the complaint or appeal been adequately addressed?
If yes, close out by completing closing date and updating C&A register and
Notify the person who reported the complaint or appeal of what action has been taken within
30 business days of lodged complaint or appeal

If no, what action needs to be taken and by whom and due date?

Action:

Who responsible:

Due Date:

Decision of complaint or appeal:

Has the complaint or appeal been adequately addressed?
If yes, close out by completing the closing date and updating C&A register

Notify the person who reported the complaint or appeal of what further
action has been taken within 60 business days of lodged complaint or
appeal

Note: If more than 60 days are required to resolve this complaint or appeal, an explanation will be required for our
compliance purposes. The complainant or appellant needs to be advised in writing advising the reasons for
extension of timeframe.

What opportunities for improvement are recommended to avoid the issue recurring?

Completed by: Name:

Date: