

Complaints & Appeals Form

Warner Institute is committed to providing participants with a positive educational experience so we encourage you to have your say and let us know if something isn't right for you.

We'll treat any complaint you make respectfully, respond with the appropriate rectification as necessary, and preserve your privacy. You can be reassured that you will not be adversely affected if you make a complaint. You can read the full Complaints Policy in your copy of the Participant Handbook.

Instructions:

Please complete both Pages 1 & 2 of this Form and return it to us;

(i) by email[^] to: educationmanager@warnerinstitute.com.au or

(ii) by post* using the address below;

Warner Institute
Attn: Education Manager
PO Box 9098
Brighton 3186 or

(iii) by personally handing this completed Form to your Warner Institute Program Manager in a sealed envelope that has been addressed as listed in (ii). They will provide you with a written receipt and then lodge it with Warner Institute Head Office on your behalf.

Note: They will not open the sealed envelope.

Your Personal Details

This information is required so that we can correctly identify you in our student records

Full Name:

Home Address:

Contact Phone:

Contact email:

Your USI No:

or Date of Birth: / /

Type of incident: Please tick

Complaint

Appeal

Assessment Appeal

[^] If emailing, we recommend you request a 'read receipt' so that its receipt to us can be tracked and verified

* If posting, we recommend using Australia Post Express Post so that its receipt to us can be tracked and verified

Complaints & Appeals Form

Describe the nature of your complaint/appeal:

Please attach any additional documents that help support your explanation

Describe your efforts undertaken so far to resolve the issue:

Please attach any additional documents that help support your explanation

Please tick if you have attached any additional documents and/or notes to this Form

Signature _____

Date: ____ / ____ / ____

We hope that we never give you cause to contact them, but if you are not satisfied with the outcome of your complaint, you can contact VRQA or the Australian Government's National Complaints Hotline. These contact details are listed in your copy of the Participant Handbook and on the Participant Centre page of warnerinstitute.com.au

Complaints & Appeals Form

This Page is for W-Inst. Office Use ONLY

This Form was received by W-Inst on: ____ / ____ / ____ by: _____ print name sign: _____ initials

Detail Action(s) Taken:

Please ensure that any additional documents that are relevant to this result/actions taken are attached and/or file location is identified for future access

Please tick to identify whether Appeal or Complaint & the result below

<input type="checkbox"/> Appeal by Participant was: <small>Please tick</small>	<input type="checkbox"/> Successful	<input type="checkbox"/> Unsuccessful
<input type="checkbox"/> Complaint/Appeal by Participant was: <small>Please tick</small>	<input type="checkbox"/> Resolved	<input type="checkbox"/> Escalated

Date participant was notified in writing of outcome: ____ / ____ / ____

A record of this complaint/appeal and the outcome has been placed in the student file: <small>Please tick</small>	Yes	<input type="checkbox"/>
A record of this complaint/appeal has been included as an event in VETtrak for this student: <small>Please tick</small>	Yes	<input type="checkbox"/>
A record of this complaint/appeal has been included in the Complaints Register (W-Inst REG-007): <small>Please tick</small>	Yes	<input type="checkbox"/>

Authorised W-Inst. Signatory: _____ Date: ____ / ____ / ____

Continuous Improvement (C.I.) Raised: Please tick No Yes Date if C.I. raised: ____ / ____ / ____

Ensure all completed C.I. notes been attached with any supporting evidence: Please tick Yes

C.I. raised by: _____ print name

Signatory: _____ Date: ____ / ____ / ____



Community Services,
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Compliance & Animal
Management



Business

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