



Formal Complaints form

Complaints Process

1. **Informal Resolution:** EET staff should attempt to resolve the complaint informally and amicably at an early stage. This can be done through speaking directly with the student with the complaint and any other relevant individuals where relevant and consistent with confidentiality protocols.
2. **Formal Resolution Process:** You have been unable to resolve the complaint informally. The formal complaint procedure begins when the student or parent / guardian thereof states in writing, on this form that you have a complaint and submit the completed form directly to the Manager of Education Programs.
3. **Appealing the Original Decision:** If you are dissatisfied with the outcome of your complaint, you may lodge an appeal with the Manager of Education Programs within 20 working days of being informed of the decision. Your appeal **MUST** detail the reasons for the appeal. The Manager of Education Programs and the Eagles Management committee are responsible for reviewing appeals relating to formal complaints.
4. **External Independent Review:** If you are dissatisfied with the outcome of your appeal, you may make a written request to the Manager of Education Programs for an independent external review of the decision. You will be provided with access to an external independent review of the complaints process decision.

Personal Details

Student Name: _____ Date: _____
USI: _____ Course Name: _____
Email: _____ Telephone: _____
Parent / Guardian: _____ Telephone: _____

Details of Complaint

Teachers / Trainers involved: _____

Other students involved: _____

Other people involved: _____

People who you would like us to talk to: _____

What steps, if any, have you taken to resolve your grievance with Eagles Education, Training?

Date	Event details	Supporting evidence

If you have not made an attempt to resolve this complaint directly with Eagles staff, please explain why:

Privacy Details

In compliance with the Privacy Act 1988, the information on this form will only be used for purposes associated with this application. Information collected is used solely for the purpose of assisting Eagles staff and management to make an informed decision on your case, and will not be disclosed unless authorised by you or your agent, or required by law.

Declaration

Student Name: _____ Date: _____
Signature: _____ Received by: _____