

Future Institute of Australia Pty Ltd

(Provider No 41339)

Complaint Form



Date: _____

Name: _____ Organisation: _____

Address: _____

Phone: _____ Mobile: _____

Email: _____

Name of Trainer/Assessor: _____

Title of Course: _____

Date of Course: _____ Date of Assessment: _____

A **complaint** is an expression of dissatisfaction with an action, product or service
An **appeal** disputes a decision made by the RTO. It may be an assessment decision or any other aspect of the RTO's operations

I wish to lodge a complaint (Please tick✓)

(NB: If you are wanting to lodge an appeal, please use the Appeal Form).

Describe the complaint (eg. what happened, how did the matter affect you, occurrences leading up to the incident, etc)

Please outline the reason/s for your complaint:

Please outline the proposed outcomes sought:

Can we improve our system to avoid these situations in the future:

Please submit this form to: Director Operations and Compliance at admin@futureinstitute.com.au

Office Use Only:

Director Operations and Compliance:

I acknowledge receipt of this complaint and understand the content/nature of the complaint.

Signed: _____

Date: _____