GBP 2.5.1 Complaint form

The complaints form is to be completed to record a complaint by a customer or employee. The completed form is to be filed in the Complaints Register folder held within each office and a copy forwarded to the relevant Operations Manager and the HR Manager Warrnambool.
For further information refer: In the case of a customer complaint General Business Practice's policy (refer to GBP 2.5 Customer Service Complaint Procedure); in the case of a staff complaint Human Resources Manual (refer to HR 10.4 Complaint Procedure); and in the case of a student academic appeal Training Services Manual (refer to TS 4.5.1 Student Academic Appeals Process)

Date	____ / ____ / 20____		
Complainant's name		Mobile Number:	
		Email Address:	
Company *(if applicable)*			
Responding staff member			

Issue (area of complaint) _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Referred to	
Date	____ / ____ / 20____

Action taken _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Complainant notified	❑ Yes ❑ No
Signature	
Date	____ / ____ / 20____