

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 | JSA Client | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | JSID No. | | |
| Company <i>(if applicable)</i> | | | |
| Responding staff member | | | |
| Issue (area of complaint) | _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ | | |
| Referred to | | | |
| Date | ____ / ____ / 20____ | | |
| Action taken | _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ _____ | | |
| Complainant notified | <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Signature | | | |
| Date | ____ / ____ / 20____ | | |