

Appeal/Complaint Form

Original Appeal/Complaint

Initial Contact Information:

Type	✓	From	✓
Appeal		Trainee	
Complaint		Staff Member	

Date Received	Time Received

How appeal/complaint was received	Name of staff member receiving
Appellant/Complainant completed form	
Telephone	Instructions: When an appeal/complaint is received by telephone, email or in person the staff member receiving it is to complete an Appeals/Complaints Form 1.
Email (Letter, Statement, etc.,)	
In Person	

Personal Details of Appellant/Complainant:

Appellant/Complainant wishes to be anonymous		✓
Name		
Address		
Email Address		
Mobile Number		
Alternate Phone Number		

Details of Appeal/Complaint:

(Attach a separate sheet if additional space required)	See attached Email (Letter, Statement, etc.,)	✓
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Initial Actions:

Action	✓	Date	By Who
Appeals/Complaints Register updated			
Notice of acknowledgement sent <small>(Within 10 working days of date received)</small>			

Allocation of Appeal/Complaint:

Person Responsible	Area of Responsibility	Name / Position
CEO	All other matters	N/A
Person designated by the CEO	All other matters	
Independent arbiter	As required	

Actions taken by Person Responsible:

(Attach a separate sheet if additional space required)

Appeal/Complaint Outcome:

Outcome	✓
Appeal/Complaint resolved to the satisfaction of the Appellant/Complainant	
Appeal/Complaint not resolved to the satisfaction of the Appellant/Complainant	
Appellant/Complainant will be seeking further action from external sources	

Finalisation Actions

Action	Yes	No	N/A	Date	By Who
Appeals/Complaints Register updated					
Notice of outcome sent <small>(Within 10 working days of outcome date)</small>					
Continuous Improvement Register updated					
Corrective Actions Register updated					
Vettrak records updated					
Whole Appeal/Complaint file scanned to file					

This form is to be given to the CEO.