



## Appeal/Complaint Form

### Original Appeal/Complaint

#### Initial Contact Information:

Type	✓	From	✓
Appeal	<input type="checkbox"/>	Trainee	<input type="checkbox"/>
Complaint	<input type="checkbox"/>	Staff Member	<input type="checkbox"/>

Date Received	Time Received

How appeal/complaint was received	Name of staff member receiving
Appellant/Complainant completed form	
Telephone	<b>Instructions:</b> 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:

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

#### Details of Appeal/Complaint:

(Attach a separate sheet if additional space required)

<b>See attached Email (Letter, Statement, etc.,)</b>	✓
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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 <b>resolved</b> to the satisfaction of the Appellant/Complainant	
Appeal/Complaint <b>not resolved</b> 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.**