

## **Complaints Form**

ET Form No: F014

Version No: 9.0

Last Updated: 22<sup>nd</sup> November 2016 Authorised by: Compliance Manager E&T

Please print double-sided

COMPLAINTS FORM				
You have the right to make a complaint at any time you are not satisfied with the quality of service provided by MTC Australia. A complaint can be about:  • course and enrolment advice and any other information provided to you;  • your training (classes, lessons, materials);  • your assessment (information, assessment results) (also see Assessment Appeals Form)  • Certificates and/or Statements of Attainment;  • how your Trainer and/or other student(s) treat you;  • handling of your personal (including sensitive) information  • Work Health and Safety or  • access and equity issues		OFFICE USE ONLY  Complaint Registration Number:  Date Received:		
Privacy Statement MTC Austalia collects, holds, uses and discloses personal information (including sensitive information) in accordance with the Privacy Act 1988, the Australian Privacy Principles and requirements laid down in MTC's contracts as a service provider to the Commonwealth Government. You have the right to: access and update or correct the personal information that MTC Australia holds about you, and enquire or complain about the way personal information is being handled. For more details, refer to the MTC Privacy Policy.		Received by( Name):		
Student's/Client's Name: JSID Number:				
Postal Address:				
Phone Number: Email:				
Course Name (e.g. Certificate II in Business):				
Commencement date:	MTC Australia Site:			

This item is the property of MTC Australia Limited, 334 - 336 Illawarra Road, Marrickville, NSW 2204, Sydney, Australia, and contains confidential and trade secret information. It may not be transferred from the custody or control of MTC Limited unless authorised in writing by an officer of MTC Inc. Neither this item nor the information it contains can be used, transferred, reproduced, published, or disclosed, in whole or in part, directly or indirectly, except as expressly authorised by an officer of MTC Limited, pursuant to written agreement. This document hardcopy must be used for reference purpose only. The on-line copy must be used as the current documentation level. Do not remove any pages from this printed copy.



## **Complaints Form**

ET Form No: F014

Version No: 9.0

	Last Updated: 22 <sup>nd</sup> November 2016 Authorised by: Compliance Manager E&T
Please describe your complaint.	
What have you done to resolve the problem (e.g. spoken to the trainer or another MTC staff	member)?

This item is the property of MTC Australia Limited, 334 - 336 Illawarra Road, Marrickville, NSW 2204, Sydney, Australia, and contains confidential and trade secret information. It may not be transferred from the custody or control of MTC Limited unless authorised in writing by an officer of MTC Inc. Neither this item nor the information it contains can be used, transferred, reproduced, published, or disclosed, in whole or in part, directly or indirectly, except as expressly authorised by an officer of MTC Limited, pursuant to written agreement. This document hardcopy must be used for reference purpose only. The on-line copy must be used as the current documentation level. Do not remove any pages from this printed copy.



## **Complaints Form**

ET Form No: F014

Version No: 9.0

Last Updated: 22<sup>nd</sup> November 2016 Authorised by: Compliance Manager E&T

Please list any other information you think we may need to investigate this complaint.			
Please print double-sided			
DI !!			
Please list any witnesses that have agreed to be contacted below:			
1	Name:	Phone No.:	
2	Name:	Phone No.:	
	i value.	i none non	

MTC Australia will investigate the complaint you have made and endeavour to respond to you within 30 working days.

Phone No.:

## PLEASE SUBMIT THIS FORM TO MTC AUSTRALIA

(SEE Student: Please give this form to your Trainer or SEE Centre Manager)

Name:

3