

Please print double-sided

COMPLAINTS FORM	
<p>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:</p> <ul style="list-style-type: none"> <li>• course and enrolment advice and any other information provided to you;</li> <li>• your training (classes, lessons, materials);</li> <li>• your assessment (information, assessment results) (also see Assessment Appeals Form)</li> <li>• Certificates and/or Statements of Attainment;</li> <li>• how your Trainer and/or other student(s) treat you;</li> <li>• handling of your personal (including sensitive) information</li> <li>• Work Health and Safety or</li> <li>• access and equity issues</li> </ul> <p><b>Privacy Statement</b> MTC Australia 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.</p>	<p><b>OFFICE USE ONLY</b></p> <p>Complaint Registration Number:</p> <p>.....</p> <p>Date Received:</p> <p>...../...../.....</p> <p>Received by( Name):</p> <p>.....</p>
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:

Please describe your complaint.

What have you done to resolve the problem (e.g. spoken to the trainer or another MTC staff member)?

Please list any other information you think we may need to investigate this complaint.

*Please print double-sided*

Please list any witnesses that have agreed to be contacted below:

1	Name:	Phone No.:
2	Name:	Phone No.:
3	Name:	Phone No.:

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

**PLEASE SUBMIT THIS FORM TO MTC AUSTRALIA**

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