

Please complete this “Complaints” form to outline your concerns.

This form can be submitted to feedback@aets.edu.au ; or sent in post to the Head office (Level 6, 22 William Street, Melbourne 3000); or hand over in person to the reception at any of our branch offices listed in the participant handbook.

The request will be processed within 10 working days of the receipt of application by AETS and you will be contacted to advice of the outcome.

Please call 1800 872 297 if you have any questions.

Note: Read Complaints and Appeals Policy on AETS website before completing this form.

Name:	
Date:	
Details of the complaint:	
Name of person who handled your complaint (if known):	
Complaint number from CA&I Register (if known):	

<p>Reason/s you disagree with the outcome/decision you received about original complaint:</p>	
<p>Have you discussed this complaint with any other staff of AETS since the original complaint was handled?</p>	
<p>Do you have a preferred outcome to this complaint? Please provide details and further information:</p>	

Staff Use Only	
Copy of original complaint from CA&I Register attached	Yes / No
Has the original complaint been followed up according to the AETS Complaints and Appeals Policy and Procedure?	Yes / No Further detail:
What further action can be taken to meet the complainant needs (if any)?	
Is external or independent mediation required?	Yes / No Provide details:
Has the client been notified of the above in writing?	Yes / No Provide detail (e.g. email/letter, date)
Any further relevant information:	
Staff Name	
Signature	Date