

Instructions for Using the Complaints Form

The Complaints Form is designed to ensure a fair and efficient resolution process for any concerns or issues you may encounter with CivilEdge, its staff, VET students, or third-party service providers. This form is part of the complaints policy and procedure found in the student handbook or website.

Follow these steps to complete and submit the form:

Step No	Information
1.	Collect all relevant details about your complaint, such as dates, locations, names of individuals involved, and any evidence to support your concerns (e.g., emails, screenshots, or documents).
2.	Section 1: Personal Details Provide your full name, student ID (if applicable), email address, and phone number. Indicate your preferred contact method (email or phone) so we can communicate with you effectively.
3.	Section 2: Details of the complaint Fill in the date the incident occurred and the location (if applicable). Clearly describe the nature of your complaint, including all relevant facts and details. Use additional pages if necessary. Indicate whether you have already attempted to resolve the issue informally. If yes, describe the steps you took and the outcome.
4.	Section 3: Supporting Documentation Attach any supporting evidence that may help us better understand your complaint. This may include emails, photographs, or other documents. List the attached documents in the space provided.
5.	Section 4: Desired Outcome Specify how you would like the issue to be resolved. For example, you may request an apology, a policy change, or another action to address your concern.
6.	Section 5: Declaration Sign and date the form to confirm that the information provided is accurate and truthful.
7.	Submit the completed form via one of the following methods: <ul style="list-style-type: none"> ● Email: Attach the form and any supporting documents and send them to info@civiledge.com.au ● Post: Mail the form and documents to Unit 1 / 20-50 Cyanamid St, Laverton North VIC 3026 (ensure adequate postage is applied).
8.	Once your form is received, CivilEdge will acknowledge receipt in writing within five (5) business days. You will be informed of the timeline for resolving your complaint and may receive updates if additional time is required.

9.	CivilEdge will investigate the complaint, gather facts, and determine a fair resolution. You will be notified in writing of the outcome within twenty (20) business days of lodging the complaint, or you will be informed if additional time is needed.
10.	If you are not satisfied with the outcome, you may request an independent review by an external party. Details about escalating your complaint will be included in the final resolution letter.

All complaints are handled confidentially, and records are securely maintained.
Your feedback helps CivilEdge improve its services, policies, and practices.
If you require assistance in completing the form, please contact support staff for guidance.

For any questions about the complaints process or for assistance, contact CivilEdge via the details provided in the student handbook or on CivilEdge's website>.

Section 1: Personal Details	
Full Name:	
Student ID (if applicable):	
Email Address:	
Phone Number:	
Preferred Contact Method:	<input type="radio"/> Email <input type="radio"/> Phone

Section 2: Details of the Complaint	
<i>Please provide specific information about your complaint</i>	
Date of incident:	
Location (if applicable):	
Description of the complaint: (Include all relevant details, such as what happened, who was involved, and any supporting facts or evidence. Attach additional pages if necessary.)	
Have you already attempted to resolve this issue informally?	<input type="radio"/> Yes <input type="radio"/> No
If YES, please describe the steps taken and the outcome:	

Section 3: Supporting Documentation

Please attach relevant supporting documents (e.g., emails, screenshots, letters).

List of attached documents:

Section 4: Desired Outcome

Please explain how you would like this complaint to be resolved.

Section 5: Declaration

I declare that the information provided in this form is true and accurate to the best of my knowledge

Signature:

Date:

Section 6: Office Use Only <i>This section will be completed by the RTO staff.</i>	
Complaint Received By:	
Date Received:	
Acknowledgement Sent:	<input type="radio"/> Yes <input type="radio"/> No
Date Acknowledgement Sent:	
Complaint Assigned To:	
Resolution Due Date:	
Actions Taken and Notes:	
Outcome:	
Final Resolution Communicated to Complainant:	<input type="radio"/> Yes <input type="radio"/> No
Date Communicated:	
Details added to the CIP Register:	<input type="radio"/> Yes <input type="radio"/> No

Form Completed By	
Full Name:	
Signature:	
Date:	