

# Complaint Record

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## Stage 1: (to be completed within 7 days of the complaint being recorded)

- Discussion with relevant staff member about the complaint
- If it is difficult to discuss the issue with the relevant trainer, the complaint can be taken to any of the trainers/managers at Learning Partnerships.

Name of complainant:

Name of the staff member conducting Stage 1:

Date of complaint initiation:

Date of meeting:

Details of complaint:

Outcomes of discussion:

Has the complaint been resolved?      No (continue to Stage 2)      Yes (provide details below)

*Complainant's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Staff member's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

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## Stage 2: (to be completed within 7 days of the complaint progressing from Stage 1)

- If it is unable to be resolved, the complaint can be taken to the Managing Director of Learning Partnerships.

Name of complainant:

Name of Director conducting Stage 2:

Date of Stage 2 initiation:

Date of meeting:

Details of complaint and outcomes so far:

Outcomes of discussion:

Has the complaint been resolved?      No (continue to Stage 3)      Yes (provide details below)

*Complainant's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Director's signature:* \_\_\_\_\_ *Date:* \_\_\_\_\_

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## Stage 3: (to be completed within 7 days of the complaint progressing from Stage 2)

If the issue still cannot be resolved, then an external mediator will be employed to address the issue. Learning Partnerships will pay the cost of mediation for 1 session of 2 hours with an external accredited mediator.

Name of complainant:

Names of those present at the mediation:

Name of mediator:

Date of Stage 3 initiation:

Date of meeting:

Details of complaint and outcomes so far:

Outcomes of discussion:

Has the complaint been resolved?      No (continue to Stage 4)      Yes (provide details below)

Complainant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director's signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## Stage 4: (to be completed within 7 days of the complaint progressing from Stage 3)

If the complaint cannot be resolved internally, Learning Partnerships will advise the client /learner to the Australian Skills Qualification Authority, Qld Training Ombudsman, Fair Work Australia or appropriate Australian Government Authority.

Learning Partnerships will also seek legal advice at Stage 4 of the process.

Name of complainant:

Name of organisation:

Name and position of person dealing with the complaint:

Details of complaint:

Outcomes of discussion: