

Complaint Form

CAL approaches complaints as an opportunity to improve services and communication, accordingly all complaints will be dealt with in a responsive, timely manner that recognises the rights and responsibilities of individuals and recorded in line with appropriate legislation.

Please submit the completed form to Student Administration admin@collegeforadultlearning.com.au

About You - the Complainant

Your details - please only provide the contact details that you are happy for our staff to use to contact you.

Name: Mr/Mrs/Miss/Ms/Dr

Mailing Address:

..... Postcode:

Email:

Mobile No:

Contact phone number during business hours: ()

Are you a: CAL student / employing client / prospective student / other, please state:

Your Complaint

Please describe the event you allege occurred. If you are making a complaint in relation to specific issues i.e. breach of privacy, then we need to know certain things. Please let us know:

- What happened
- Where it happened
- When it happened (include dates)
- Who did it (include names of individuals involved)
- How and when you found out about it
- Any other relevant details

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How would you like to see your complaint resolved?

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Timelines

CAL undertakes to provide you with a response to your complaint within 7 working days.

Please sign and date this form.

Signature: Date: