

NECA TRAINING

Complaint and Grievance Lodgement Form

Complete this form to lodge a formal complaint or grievance with NECA Training. Submit the completed form to your Operations Manager, Administrative Support, or email to NECA Training's published complaints address. You may also lodge a complaint verbally or by other means - see GCA-001-POL for details.

Form Reference: GCA-001-FRM-001	Related Policy: GCA-001-POL
Version: 1.0	Jurisdictions: ACT, NSW, QLD, TAS and WA

PART A - COMPLAINANT DETAILS

Full Name	
Contact Phone Number	
Contact Email Address	
Postal Address	
Relationship to NECA Training	<input type="checkbox"/> Current student <input type="checkbox"/> Former student <input type="checkbox"/> Employer of apprentice/trainee <input type="checkbox"/> Parent/guardian <input type="checkbox"/> Staff member <input type="checkbox"/> Contractor <input type="checkbox"/> Other (specify below)
If other, please specify	
Student ID (if applicable)	
Jurisdiction	<input type="checkbox"/> ACT <input type="checkbox"/> NSW <input type="checkbox"/> QLD <input type="checkbox"/> TAS <input type="checkbox"/> WA

PART B - COMPLAINT DETAILS

Date of incident or issue	
Location (if applicable)	
Category of complaint	<input type="checkbox"/> Quality or delivery of training and assessment <input type="checkbox"/> Conduct of staff, trainer, assessor, or contractor <input type="checkbox"/> Administrative decision (enrolment, fees, progress) <input type="checkbox"/> Facilities, equipment, or learning resources <input type="checkbox"/> Privacy or information handling <input type="checkbox"/> Discrimination, harassment, bullying, or vilification <input type="checkbox"/> Child safety concern <input type="checkbox"/> Other (describe below)
Person(s) involved (if known)	

Description of complaint or grievance

Describe the matter in as much detail as possible. Include what happened, when it happened, who was involved, and any steps you have already taken to resolve the matter. Attach additional pages if needed.

PART C - DESIRED OUTCOME

What outcome are you seeking?

Describe what you would like NECA Training to do to resolve this matter.

PART D - DECLARATION

I declare that the information provided in this form is true and correct to the best of my knowledge. I understand that this complaint will be managed in accordance with GCA-001-POL and GCA-001-PRO. I understand that NECA Training will handle this complaint confidentially and that I will not be victimised or disadvantaged for making this complaint.

Full Name	
Signature	
Date	

FOR OFFICE USE ONLY

Received by	
Date received	
Complaint reference number	
Logged in Octossure (date)	
VETtrak cross-reference created	<input type="checkbox"/> Yes (student ID: _____) <input type="checkbox"/> N/A (not student-related)
Acknowledgement sent (date)	
Assigned to	
Initial assessment	<input type="checkbox"/> Can be resolved promptly <input type="checkbox"/> Requires full investigation <input type="checkbox"/> Refer to specialist policy: <ul style="list-style-type: none"> <input type="checkbox"/> PIM-001 <input type="checkbox"/> AEA-001 <input type="checkbox"/> CSP-001 <input type="checkbox"/> Other: _____ <input type="checkbox"/> Escalate to Chief Executive Officer
Outcome	
Date outcome communicated	
Closed in Octossure (date)	
CI action raised in Octossure	<input type="checkbox"/> Yes <input type="checkbox"/> No

Complaint records must be retained for a minimum of 7 years from the date of resolution. For complaints relating to QLD Skills Assure Supplier funded training, records are retained for the longer of 7 years from resolution or 7 years from termination of the SAS Agreement (QLD SAS Agreement cl 13.2). Completed forms are stored in the Octossure platform under Complaints Management. Where the complaint relates to a specific student, relevant correspondence is cross-referenced in the student's file in the VETtrak student management system.