

Complaint, grievance and appeal form

HRD Integrated Services is committed to providing you with a high quality service. If you have a complaint or grievance, you are encouraged to resolve your problem informally through discussion with the other person(s).

If informal resolution is unsuccessful, or if you elect to not seek informal resolution, you may use this form to formally lodge a complaint, grievance or give notice of an appeal.

Notice of a complaint or appeal must be lodged within 30 days of an event or incident occurring.

HRD will make every reasonable effort to respond to your complaint, grievance or appeal request within 10 working days and arrive at a decision within a further 10 working days

Complaint/appeal	I am making a complaint about:		<input type="checkbox"/> A trainer/assessor	<input type="checkbox"/> Bullying, harassment, equal opportunity
			<input type="checkbox"/> Assessment	<input type="checkbox"/> Privacy
		<input type="checkbox"/> Another student	<input type="checkbox"/> An aspect of HRD's service	
I am appealing an		<input type="checkbox"/> Assessment	<input type="checkbox"/> A decision about a general matter	
Your details	Name			
	Address			
	Phone no			
	Email address			
Detail/statement	Please provide details of your complaint, grievance or request for appeal.			
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(If space is insufficient, attach a separate sheet.)				

