

e-Careers Complaints Form

This form is to be used when a Learner is requesting a review based on dissatisfaction of service from e-Careers. The details provided on or appended to this document will form the bases of the case being put forward by the appellant. When completing this form provide as much detail as possible. All learners are advised to review the Complaints Policy prior to submitting a formal complaint, this policy is available upon request.

If you are filling out this form on behalf of appellant, you must also fill out section 2.

Section 1

Your Details

1. Name:

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2. Address:

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3. Telephone:

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4. Mobile:

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5. Email Address:

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Course/Service Details

6. Course Name:

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7. EC CODE:

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e-Careers Complaints Form

Complaint Summary

8. Please provide a clear and concise (no more than 500 words) statement of the main issues or areas of dissatisfaction to be investigated including the dates of key events.

(Note: The "Complaints Policy for Learners" specifies that a complaint must be raised within 28 days of the events complained about unless evidence is provided of an exceptional reason for the delay)

Stage 1 | 2 (Please delete accordingly)

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(Continue on another sheet if necessary).

e-Careers Complaints Form

Informal Complaint

Please provide brief account of steps taken to informally resolve your complaint prior to filling out this form. If an informal resolution has been proposed, please state why it was not satisfactory. If you have not tried to resolve this matter informally can you, please advise why?

Stage 1 | 2 (Please delete accordingly)

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e-Careers Complaints Form

Resolution

Please describe what action you wish to see taken to address your complaint.

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(Continue on another sheet if necessary).

Supporting Information

Please provide a list of all information submitted in support of your complaint.

(Note: Relevant information (e.g. emails, reports, letters, supervision records, etc.) should be submitted as evidence of the main issues in the complaint summary and informal resolution attempts you made. You should make specific references to evidence submitted.)

e-Careers Complaints Form

I confirm that the information given in this form is true, complete and accurate.

Signed:

..... Date:/...../.....

Print:

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e-Careers Complaints Form

Section 2.

This section is only to be filled if you are filling out this form on behalf of an appellant.

Your Details

1. Name:

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2. Address:

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3. Telephone:

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4. Mobile:

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5. Email Address:

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I confirm that the information given in this form is true, complete and accurate.

Written consent from the Learner must be provided and submitted with this form.

Signed:

..... Date:/...../.....

Print:

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