

Complainant Details

Name: _____

Phone (H) _____ (W) _____ (M) _____

Address: _____

Email: _____

parent, In Home Care

nanny, In Home Care

I am a...

Complaint/Appeal Details

The complaint/appeal is generally about...

- | | |
|---|---|
| <input type="checkbox"/> In Home Care services | <input type="checkbox"/> Nanny placement |
| <input type="checkbox"/> The quality of training delivery | <input type="checkbox"/> The quality of assessment |
| <input type="checkbox"/> The qualifications of the trainer | <input type="checkbox"/> The conduct of the trainer |
| <input type="checkbox"/> Fees, charges and refunds | <input type="checkbox"/> Marketing materials, website, student information |
| <input type="checkbox"/> Student records | <input type="checkbox"/> Work Placement |
| <input type="checkbox"/> Student release/transfer to another provider | <input type="checkbox"/> Issuance of Certificate or Statement of Attainment |
| <input type="checkbox"/> Bullying or harassment | <input type="checkbox"/> Other, please specify _____ |

Description of complaint (for example – details of incident, why training did not meet needs, how the assessment was carried out, how the trainer responded to student needs, etc.)

About our organisation.

Charlton Brown is a leading Australian Registered Training Organisation delivering qualifications in childcare, community services, disability support & aged care, helping create individuals that help improve community & health outcomes.

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-  reception@charltonbrown.com.au
-  charltonbrown.com.au
-  @charltonbrownaustralia
-  RTO 2508

How this issue has affected me/ the student/employer/ IHC Parent....

Expected outcomes from this complaint/appeal....

Supporting documentation or evidence

There is supporting documentation or other evidence (supply or attach documentation or evidence)

There is no supporting documentation

Signature of Complainant: _____

Date: _____

This portion to be filled out by CHARLTON BROWN® Administration office only

Steps taken to resolve complaint

Complaint/Appeal received on (date) _____ by (name of CB staff) _____

Complaint/Appeal discussed and brought to attention of CB senior management

Action Taken (provide details)