Complaints Form

IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO Code 46361 | ABN 73 677 538 402

Before you start

Anyone can use this form, including students, former students, prospective students, work placement hosts and members of the public.

You can also make a complaint by email (info@iet.edu.au), by phone (0400 173 510) or in person at the campus. You can bring a support person to any meeting.

Return this form to info@iet.edu.au or hand it to the Administration Officer at Suite 1312A/401 Docklands Drive, Docklands VIC 3008. If your complaint is about the CEO, give it to the Training Coordinator, who will arrange an independent person to deal with it.

What happens next: we acknowledge your complaint in writing within 2 business days and aim to give you a written outcome within 20 business days. You will not be disadvantaged for making a complaint. Full details are in the Complaints and Appeals policy on our website.

1. Your details

Family name		**Given name(s)**	
Phone		**Email**	
I am a	☐ Current student ☐ Former student ☐ Prospective student ☐ Placement host ☐ Other		
Student ID (if any)		**Course (if any)**	

2. Your complaint

Date(s) it happened		**Where it happened**	
It is about	☐ Training or assessment ☐ A staff member or trainer ☐ Another student ☐ Fees ☐ Facilities or Moodle ☐ Placement ☐ Other		
Person(s) involved (if any)			

What happened? Please give as much detail as you can. Attach extra pages if needed.

Have you tried to sort this out informally?	☐ Yes ☐ No

If yes, who did you speak to and what happened?

What outcome are you looking for?

Supporting documents attached?	☐ Yes (how many: ____) ☐ No
Would you like a support person at any meeting?	☐ Yes ☐ No

Privacy: IET uses the information on this form only to deal with your complaint and improve our services. It is kept confidential, shared only with people who need it to resolve the complaint, and stored separately from academic records. See our Privacy Notice for Students.

I confirm the information in this form is true and correct to the best of my knowledge.

Signature		**Date**	

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Office use only					
Date received		**Received by**		**Register no.**	
Acknowledged on		**Managed by**		**CEO informed**	
Investigation summary and outcome					
Outcome sent on		**Independent review offered**		**CI Register no.**	
Decision maker signature			**Date**		