

## YOUR DETAILS

Family Name:

Given Name(s):

Home Address:

Email Contact:

Home Phone:

Business Phone:

Mobile:

Student

Employer of a Trainee / workplace student

Future Student

Staff

Commercial Customer

Other (Please Specify)

Parent or Caregiver (Name of Student):

## PLEASE INDICATE WHAT YOUR COMPLAINT IS ABOUT

ET Australia :

Offsite Location :

## HAVE YOU DISCUSSED WITH AN ET AUSTRALIA STAFF MEMBER?

Yes (include details on next page)

No

**Date of Discussion:**

**Name of Staff Member:**

What was the outcome of the discussion:

**DETAILS OF COMPLAINT (please attach additional documentation if relevant)**

**HOW YOU WOULD LIKE TO SEE THIS COMPLAINT RESOLVED?**

<b>ADDITIONAL DOCUMENTS ATTACHED:</b>	<input type="checkbox"/> YES	<input type="checkbox"/> NO
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**DATE:**

**SIGNATURE:**

**This Complaints Form should be directed to the attention of:**

**ET Australia's Consumer Protection Officer**

Cath Roden

**Mailed to:** ET Australia, PO Box 1296, GOSFORD, NSW 2250,

**Delivered to:** ET Australia, 123 Donnison Street, GOSFORD, or

**Emailed to:** [training@etaustralia.com](mailto:training@etaustralia.com)

**Privacy Notice:** The information provided on this form will be used by ET Australia to follow up your complaint. The information may be forwarded/disclosed to ASQA (registering body), or funding bodies if applicable who monitor the services delivered by ET Australia, or to third parties who may be providing training and / or assessment services on behalf of ET Australia, or to the police for law enforcement purposes. The provision of this information is voluntary. It will be treated confidentially and stored securely. You may correct any personal information provided at any time by contacting the person to whom you have submitted this Complaints Form. By signing this Form you confirm that you have understood and give your consent for the information provided to be handled in this manner and line with ET Australia's Complaints Management Policy & Procedure.