

## YOUR DETAILS

Family Name:

---

Given Name(s):

---

Home Address:

---

Email Contact:

---

Home Phone:

Business Phone:

Mobile:

---

## PLEASE SELECT WHICH CATEGORY BEST DESCRIBES YOU

☐ 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 (including trainers, assessors or other staff):

---

☐ Third party providing services on behalf of ET Australia:

---

☐ A learner of ET Australia

---

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

☐ Yes (include details below)

☐ No (please note, in the first instance you should discuss your complaint with an ET Australia staff member to see if the matter can be resolved informally)

**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.

ADDITIONAL DOCUMENTS ATTACHED:

☐ YES

☐ NO

DATE:

SIGNATURE:

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

**ET Australia's Consumer Protection Officer**

Jessica Newman

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

**Delivered to:** ET Australia, 125 Donnison Street, GOSFORD, or

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

**Funded students** please be aware that the Department will not accept complaints about a Registered Training Organisation (RTO), until you have been through the RTO's Complaints Process.

**Non-Funded Students** please be aware that ASQA will not accept complaints about a Registered Training Organisation (RTO), until you have been through the RTO's Complaints Process.

**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 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 Consumer Protection Officer. 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.