

Please complete this “Complaints” form to outline your concerns relating to a complaint regarding the services provided by AETS, our staff or other learners..

This form can be submitted to feedback@aets.edu.au; or by post to our Head office (Level 6, 22 William Street, Melbourne 3000); or handing in person to reception at any of our branches listed in the student handbook.

The request will be processed within 10 working days of the application being received by AETS and you will be contacted to advice of the outcome. Should this complaint take longer than 60 days to resolve, you will be notified in writing of the reasons for the delay.

Please call 03 8600 7300 if you have any questions.

Note: Read Complaints and Appeals Policy on AETS website before completing this form.

| | |
|------------------------------------------------------------------------------------------------------------------|--|
| Name: | |
| Date: | |
| Details of complaint: | |
| Have you discussed this complaint with any other staff of AETS prior to submitting this formal complaint? | |
| Do you have a preferred outcome to this complaint? Please provide details and further information: | |

| | |
|-------------------------------------------------------------------------------------------------------------------|------------------------------|
| | |
| Staff Use Only | |
| Has this complaint been registered in the CA&I Register? Please attach a copy of the report from Cruse | Yes / No |
| Has the complaint been followed up according to the AETS Complaints and Appeals Policy and Procedure? | Yes / No Further detail: |
| What further action can be taken to meet the complainant needs (if any)? | |
| Is external or independent mediation required? | Yes / No Provide details: |

| | |
|--------------------------------------------------------------|------------------------------------------------------|
| Has the client been notified of the above in writing? | Yes / No Provide detail (e.g. email/letter, date) |
| Any further relevant information: | |
| Staff Name | |
| Signature | |
| Date | |