Ausdance is committed to providing you with a high quality service. If you have a complaint or grievance, you are encouraged to resolve your problem informally through discussion with the other person(s).

If informal resolution is unsuccessful, or if you elect to not seek informal resolution, you may use this form to formally lodge a complaint, grievance or give notice of an appeal.

Notice of a complaint or appeal must be lodged within 30 days of an event or incident occurring.

Ausdance will make every reasonable effort to respond to your complaint, grievance or appeal request within 10 working days and arrive at a decision within a further 10 working days

|  |  |  |
| --- | --- | --- |
| **Complaint/appeal**  I am making a  complaint about: |  A trainer/assessor  Bullying, harassment, equal opportunity   Assessment  Privacy   Another student  An aspect of service | |
| Other: | |
| **Your details** | **Name** |  |
| **Address** |  |
|  |
| **Phone no** |  |
| **Email address** |  |
| **Detail/statement** | Please provide details of your complaint, grievance or request for appeal.  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ...................................................................................................................................... ......................................................................................................................................  (If space is insufficient, attach a separate sheet.) | |

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| **Desired outcome** | What action would you like us to take to resolve the complaint or grievance?  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ......................................................................................................................................  ...................................................................................................................................... ......................................................................................................................................  (If space is insufficient, attach a separate sheet.) |
| **Date** |  |
| **Your signature** |  |