

This form can be used by anyone who wishes to:

- (a) Make a complaint about an action, product or service of Cape Training and Assessing, one of its trainers, assessors or other staff, a student, or a third party providing services on Cape Training and Assessing's behalf
- (b) Appeal against a decision made by Cape Training and Assessing personnel (including an assessment decision made by a Cape Training and Assessing trainer / assessor)

Before using this form, you are requested to contact Cape Training and Assessing to raise the matter and attempt to resolve it informally, in accordance with Cape Training and Assessing's Complaints and Appeals Process. This process is available on the Cape Training and Assessing website or you may contact Cape Training and Assessing administration to request a copy.

Our contact details are:

Telephone: 08 9783 7000 Email: compliance@capetraining.com.au

If, after raising the matter informally with Cape Training and Assessing personnel, it is not dealt with to your satisfaction, you are invited to complete and lodge this form. The completed form must be marked for the attention of The Director of Cape Training and Assessing and may be emailed, mailed or hand delivered to one of the following addresses:

Email: compliance@capetraining.com.au

Mail / Hand delivered, addressed to:

The Director,
Cape Training and Assessing,
PO Box 1248
Busselton, WA 6280

Your Details

Name of person making complaint / appeal:

Organisation:

Email:

Phone:

Mobile:

Postal address:

If you are making this complaint / appeal on behalf of someone else, please provide their name here:

Date when completing this form

Information about complaint / appeal

Please indicate the type of complaint / appeal you have. You can make more than one selection.

Dissatisfied with assessment decision made by Cape Training and Assessing Trainer / Assessor and wish to appeal against the decision	<input type="checkbox"/>	Complaint about qualifications / statements of attainment that have been issued / not issued	<input type="checkbox"/>
Complaint about information provided by Cape Training and Assessing	<input type="checkbox"/>	Complaint about assessment methods or processes	<input type="checkbox"/>
Complaint about training delivery	<input type="checkbox"/>	Complaint about record keeping	<input type="checkbox"/>
Complaint about the behaviour of Cape Training and Assessing staff or trainers	<input type="checkbox"/>	Complaint about training and assessment resources	<input type="checkbox"/>
Complaint about student behaviour	<input type="checkbox"/>	Complaint about facilities or premises	<input type="checkbox"/>
Dissatisfied with Cape Training and Assessing's fees / charges / refunds	<input type="checkbox"/>	Other	<input type="checkbox"/>
Provide a brief outline of your complaint / appeal <i>You may attach additional documents if relevant. Where possible, you should include relevant dates, persons involved, venues and reference to documents.</i>			
Have you already raised the matter informally with Cape Training and Assessing?			
If 'YES', please indicate: - Who did you raise the matter with? - Approximately when did you raise the matter? - How did you raise the matter (email, telephone, face-to-face, etc)? - What response did you receive?			
What would you like the outcome of your complaint / appeal to be?			

How to lodge this complaint / appeal

Please ensure this complaint / appeal is marked for the attention of The Director of Cape Training and Assessing and is lodged by mail or email, or hand delivered to one of the following addresses:

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Mail / Hand delivered, addressed to:

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PO Box 1248
Busselton, WA 6280

Please make a copy of the completed form for your own records before sending to Cape Training and Assessing.

What next?

The Director of Cape Training and Assessing will acknowledge the receipt of your complaint / appeal within 7 days of receiving it and will begin an investigation. The investigation may include:

- Speaking with you and giving you the opportunity to present your side of the case
- Speaking with Cape Training and Assessing staff members, including, where appropriate, your trainer / assessor
- Speaking with your supervisor or a representative from your organisation (particularly in cases where training provided to you by Cape Training and Assessing was funded by your employer)
- Seeking external advice

The Cape Training and Assessing Director will advise you, in writing, of the outcome of the investigation.

Where possible, this will be done within 30 days of receiving the complaint / appeal in writing. If additional time is needed, the Director will inform you in writing and will provide you with reasons why additional time is needed. The Director will also provide you with regular updates on the progress of the investigation.