

## Complaints, Appeals and Feedback Form




Use this form to tell us what you think about of the quality of service we have provided to you. You can ask your trainer, assessor or a TransTrain staff member for support to complete this form.



<b>Part 1</b>	Give feedback on your service
<b>Part 2</b>	Complain about any aspect of TransTrain's service, or Appeal an Assessment Decision

### Part 1: Service Feedback

Name of Service	
Company	
Date of Service	
Name of Trainer / Assessor / Staff Member	

What did you think of ...	 Great	 OK	 Poor	Comments
Pre Program information				
Enrolment process				
Venue				
Equipment used				
Service content / information				
Handouts / resource materials				
Relevance to your job				
Trainer knowledge				
Trainer presentation				
Explanation about Assessment requirements				
The assessment itself				
Feedback provided on your performance				
What did you enjoy most about your service?				
What did you learn during your service that you can use in your work?				
Was there anything that you did not understand during your service? If so, what do we need to cover better?				
What other comments do you have that can help us to improve this service?				

**Thank you for your valuable feedback. Your feedback will be reviewed and used in our Continuous Improvement Process.**

## Part 2: Complaints about our Service or Appeals to Assessment Decisions

First of all – make sure that you have talked with the TransTrain Trainer, Assessor or Staff member involved about your complaint or appeal. This process is set out in our **Code of Practice**. If you are still unhappy about our service or the assessment decision, use this form to make a complaint about the service and or appeal the assessment decision. All appeals must be formally lodged according to this process. If a law or regulation was broken by you during your assessment or training, TransTrain is required to find you “not successful” or “not yet competent”.

We want you to tell us if you are not happy about our service. If you would like support to make a complaint or to appeal an assessment decision, we will provide a staff member who has not been involved in the service to help you to fill in this form. Call us on 03 6423 2110 to talk about support available to you.

Whatever the outcome is to this matter, all complaints and appeals trigger an internal Continuous Improvement process to review our processes and ensure we provide the best service possible.

Your Details	
Your Name	
Your Address	
Your phone number	
Our Service	
Program Name	
Date	
Location	
TransTrain Trainer/Assessor or Staff Member involved	
The outcome of your assessment	<input type="checkbox"/> Successful / Competent <input type="checkbox"/> Not Successful / Not Yet Competent
Are you appealing the outcome of the Assessment?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What part of our service are you dissatisfied with? Why do you believe the assessment outcome is wrong? Attach more pages if you need more room <input type="checkbox"/> More pages attached	
What do you think TransTrain should do about this matter?	
Your Signature	Date:

**Thank you for taking the time to tell us about this matter.** Submit this form to TransTrain -

<input type="checkbox"/> <b>Fax</b> (03) 6423 6840	<input type="checkbox"/> <b>Email</b> info@transtrain.com.au	<input type="checkbox"/> <b>In person</b> 2 Ashburner Street, Devonport	<input type="checkbox"/> <b>Post</b> PO Box 300, Devonport, Tas, 7310
OFFICE USE ONLY			
<b>Date received</b>		<b>TransTrain Staff Member</b>	
<b>Start File – use Complaints, Appeals &amp; Incidents File Action Sheet</b>		<b>Direct to Operations Manager / Director</b>	