

National Joblink is committed to improving services to you and future learners. If you have a concern about any part of the services provided to you, please read the National Joblink complaints procedures.

If for some reason you are unable to talk about the concerns and you would like the RTO Manager to assist you in resolving this matter, please contact her at the address at the bottom of this document.

Learner Details

Name: _____ **Date:** _____
(Your name and address must be included for follow-up purposes)

Address: _____

Telephone: _____ **Email:** _____

Complaint Details

Please describe your concerns in the space provided below: _____

Describe any efforts you have made to resolve your concern: _____

Date of incident or concern: _____

Name of Training Representative: _____

Appeal Details

Name of Trainer Assessor: _____ **Date of Decision** _____

Nature of the appeal: _____

Please attach additional pages if required.

Learner Signature: _____ **Date:** _____

For Office Use Only

Name of Person handling the complaint: _____

Steps taken:

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____
- 6 _____
- 7 _____
- 8 _____
- 9 _____
- 10 _____

Resolution

Results given to the Learner: Yes/No Date given: _____

Resolved: Yes/NO Signed (Learner): _____

National Joblink Representative: _____

Training Representative (if applicable): _____

PLEASE COMPLETE AND RETURN THE FOLLOWING FORM TO:

CEO
Joe harrold
PO Box 4870
Cairns QLD 4870

Phone: 03 6334 4966
Email: jharrold@njl.org.au