

Personal details			
Name			
Address			
Contact Number			
Email Address			
Postal Address			
Residential Address			
Complaint / Appeal Details			
I wish to lodge a	Complaint <input type="checkbox"/>	Appeal <input type="checkbox"/>	
What is the nature of your complaint / appeal?	Course Delivery <input type="checkbox"/>	Learning Resources <input type="checkbox"/>	Assessment <input type="checkbox"/>
	Fees and Charges <input type="checkbox"/>	Customer service <input type="checkbox"/>	Staff Member <input type="checkbox"/>
	Other (please provide details):		
Please describe the details of the complaint / appeal ( you may attach supporting documentation)			
Have you taken any steps to resolve this issue? If yes, please provide details			

**What outcome would you like to see from raising this complaint / appeal?**

**Declaration**

I certify that all the information provided by me on this form and all accompanying documents is true and correct to the best of my knowledge

<b>Signature:</b>	<b>Date Submitted</b> / /
I am willing to attend a meeting with the Coal Train CEO if the need arises	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Office Use Only**

<b>Date Received</b> / /	<b>Wanted resolution or outcome</b>	
	<input type="checkbox"/> Refund / Credit	<input type="checkbox"/> Appeal passed (assessent re-marked)
	<input type="checkbox"/> Other, please specify	

**Details of outcome**

Complainant informed of outcome	<input type="checkbox"/> Phone	<input type="checkbox"/> Email	<input type="checkbox"/> In person
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**Additional notes**

<b>Signature of CEO:</b>	<b>Date</b> / /
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