

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	
Signature:	Date Submitted / /
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			
Date Received / /	Wanted resolution or outcome		
	<input type="checkbox"/> Refund / Credit	<input type="checkbox"/> Appeal passed (assessment 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
Additional notes			
Signature of CEO:			Date / /