

## SUGGESTIONS OR COMPLAINTS FORM

Clients, who wish to offer Suggestions or lodge Complaints, please fill this form and submit it to Administration or alternatively email to [info@atinstitute.com.au](mailto:info@atinstitute.com.au)

| Client Details                      |   |
|-------------------------------------|---|
| Full Name:                          |   |
| Client ID:                          |   |
| Course Name:                        |   |
| <input type="checkbox"/> Suggestion | Is it related to Academic? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| <input type="checkbox"/> Complaint  | Is it related to Academic? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Location                            | <input type="checkbox"/> Sydney <input type="checkbox"/> Melbourne                  |

| Details of Suggestions or Details of Complaint (attach any documentation if relevant):  |
|---|
| <p>What is the Suggestion?</p> <p>Alternatively, what is the reason for your complaint? How would you like it to be resolved?</p> |

|                   |       |
|-------------------|-------|
| Client Signature: | Date: |
|-------------------|-------|

| Official use only   |                |
|---|----------------|
| Received By:  | Received Date: |
| <p>If the suggestion or complaint is related to</p> <ul style="list-style-type: none"> <li>Academic matters, submit this form to Training Manager</li> <li>For all other matters, submit this form to Quality and Compliance Manager</li> </ul> |                |



|   |       |
|---|-------|
| Remarks of Training Manager (for Academic suggestions or complaints) or<br>Quality and Compliance Manager (for all other suggestions or complaints) |       |
|   |       |
| Signature:  | Date: |

|               |       |
|---------------|-------|
| CEO's Remarks |       |
|               |       |
| Signature:    | Date: |

|  |  |
|--|--|
| Is the outcome communicated to the client? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Signature:                                 | Date:  |