

## Complaints and Appeals Form

Smartlink Training (“Smartlink”) and any of its third-party providers who offer any service/s on behalf of Smartlink Training under the third party arrangement agreement will ensure to use this form to record any formal written complaints and appeals.

Smartlink Training believes that any person who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with our complaints and appeals policy and procedure, without prejudice or fear of reprisal or victimisation. We will manage all complaints fairly, equitably and efficiently as possible. We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals. The use of this form outlined below will constitute evidence of a commitment to comply with the relevant aspects of our training courses. This form will also assist Smartlink Training in reviewing and monitoring any complaints/appeals received and actions taken to resolve the matter to ensure we can prevent it from happening again.

<b>Name:</b>		
<b>Address:</b>		
<b>Contact Number:</b>		
<b>Email:</b>		
<b>Type:</b> (Tick only one option)	<input type="checkbox"/> <b>Complaint</b>	<input type="checkbox"/> <b>Appeal</b>
<b>Explain the reason/issue:</b> (please specify the course date, time, location, any other relevant details if applicable) * If required please attach additional pages		
<b>Date :</b>		<b>Signature:</b>

## Complaints and Appeals Form For Office use only

<b>Action to be taken:</b> (List the steps to be taken to resolve the matter)				
<b>Outcome of Complaint/Appeal</b> (Tick only one option)	<input type="checkbox"/> Resolved	<input type="checkbox"/> Not Resolved	<input type="checkbox"/> Pending	<input type="checkbox"/> Needs further action
<b>Comments/Notes</b> (Only for not resolved, pending, needs further action)				
<b>Date:</b>		<b>CEO's Signature:</b>		