

Maritime Training School Student Complaint Form

Note: Before lodging a complaint or grievance the concerned staff and students are requested to carefully read MTS Complaints and Appeals Policy and Procedures. A complaint or grievance will not be formally investigated until all efforts by the concerned student or staff to resolve the grievance through informal processes has been exhausted.

This form should be completed and supported by necessary evidence and sealed in an envelope marked 'CONFIDENTIAL' and addressed to the MTS CEO.

Please note, the contents of this form (which describes the grievance, steps taken to resolve the grievance, and the desired outcome) will be distributed to the other parties to the grievance. All personal information provided at the beginning of this form (excluding your name) is for administration purposes only and will be kept confidential.

General				
Name	Surname:	Given names:		
Address	Street(No/Name):	Suburb:	State:	Country:
If a student ?	ID:	Course:		
		Enrolment period:		
		From. ___/___/___ To ___/___/___		
Contact details	Telephone (Home) :	Mobile:		
	Telephone (Work) :			
Describe the nature of your grievance/complaint (including parties to the grievance). Attach extra page/s to describe if necessary				

What have you done to resolve the grievance? Attach extra page/s if necessary		
What is your desired outcome which you believe would settle the grievance? Attach extra page/s if necessary		
Signature of the complainant:	Date:	

For official use only		
Date complaint received: ____/____/____	Name and signature of the person receiving the complaint: Name. _____ Signature. _____	
Complaint no.	File ref.	
Details of action taken		
Continuous Improvement Request raised	Yes <input type="checkbox"/> No <input type="checkbox"/>	Date raised, if yes : ____/____/____ CIR No <input type="text"/>
Complaints Register entry completed Date	____/____/____	
Provide details of improvement request, if yes.		
Improvement request made by	Name:	Position:
Signature:	Date: ____/____/____	

Document Version History

Version No.	Summary of Changes	Author	Date
1.0	- Document reformatted into new document control template - complaint register entry date added	Dijla Koutsouras	03/07/2023