



COMPLAINTS AND FEEDBACK FORM

Use this form to make a complaint or provide feedback about SiBT, its staff, trainers/assessors, education agents or other third parties. Assistance is available to complete this form, and you may have a support person. Please complete this Complaints and Feedback Form and submit it to the Student Support Officer either in person or at the following email address: info@sibt.edu.au

1 YOUR DETAILS

Name:	Student ID (if applicable):
Email:	Phone:
Course (if applicable):	
Preferred contact method: ☐ Email ☐ Phone ☐ No contact required (feedback only)	

2 SUBMISSION DETAILS

Type of submission:

☐ Complaint ☐ Feedback

This relates to:

☐ Trainer or assessor ☐ Staff member ☐ Education agent or other third party
☐ Training or assessment ☐ Student services or facilities
☐ Other: _____

Name of person/organisation (if applicable):

Date of incident/concern (if applicable):

Location (if applicable):

Reference number (if known):

Describe the complaint or feedback *Include relevant dates, people and events. Attachments are optional.*

3 RESOLUTION AND REQUESTED OUTCOME

Have you previously tried to resolve this matter?

☐ Yes ☐ No

If yes, briefly explain what was done and the result (optional):

What outcome are you seeking?

Supporting documents attached: ☐ Yes ☐ No

Supporting documents are optional.



4 SUGGESTIONS AND DECLARATION

Suggestions for improvement (if any)

I confirm that the information provided is accurate to the best of my knowledge.

Signature

Date:

OFFICE USE ONLY

Complaint/feedback reference no.:

Date received:

Date acknowledged:

Assigned staff member:

Investigation and action taken

Outcome and reasons

Written outcome sent on:

Further review information provided: ☐ Yes ☐ No

Continuous improvement action required: ☐ Yes ☐ No

CIF/reference no. (if applicable):

Date closed:

Reviewed/approved by: