

By completing this form, you will be lodging a formal complaint.

We will issue an acknowledgement of your complaint within 7 calendar days. We aim to resolve complaints within 30 days, and no later than 60 days, keeping you informed if more time is required.

View our full Complaints and Appeals Policy here:

<https://www.centurytraining.com.au/resources/Complaints-Policy.pdf>

Date	
Name	
Contact Number	
Email Address	
Please detail your complaint in full, giving as much detail as possible.	
<p>Support, Confidentiality & Non-Victimisation</p> <p>You may have a support person or representative present at any stage. All personal information will be handled in accordance with the Privacy Act 1988 and our policy, ensuring confidentiality and secure documentation. Submitting a complaint will not result in any form of victimisation.</p>	
Signature	
Lodgement	Email the completed form to: hello@centurytraining.com.au

OFFICE USE ONLY

Received by

Date

Given to General Manager

Date Issued

Follow up Date

Action Taken

Specify possible improvement based on complaint

