

Complaints & Appeals Form

SECTION 1 – Person making complaint to complete Section 1

Nature of complaint:

Name (please print):

Date:

Signature:

Please forward to Arthritis & Osteoporosis Tasmania at training@arthritistas.org.au

SECTION 2 – Staff member receiving this form to complete Section 2

Comments:

Staff name (please print):

Date:

Staff signature:

Forwarded to Arthritis & Osteoporosis Tasmania CEO:

Date:

Title: Complaints & Appeals Policy Form
Version: v1.1

Status: APPROVED
Date Approved: 21/03/2020
Review Date: March 2022

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SECTION 3

The Training Delivery Manager will conduct the investigation of the complaint and attach a detailed report to this form. Chief Executive Officer will take action according to AOT Complaints & Appeals Policy.

Additional information:

SECTION 4 – outline proposed resolution and attach letter sent to complainant

Proposed resolution:

SECTION 5

Acceptance of resolution: Yes No

Comments and next step:

CEO Name:

Date:

CEO signature:

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