

Complaints Form (F5)

For the formal submission of a complaint

PLEASE READ CAREFULLY BEFORE COMPLETING AND SUBMITTING THIS DOCUMENT

Purpose of this form

This form should be used by a student wishing to submit a formal complaint to the Australian Institute of Food Safety. Your complaint should contain all necessary information as well as any supporting evidence.

Instructions

Please ensure you have read the form entirely before completing. Requests will not be actioned unless this form is completed as required. If this form is incomplete when submitted to us, it will not be returned to you. When submitting, please ensure you provide us with the original copy.

- Please use black or blue pen
- Print clearly in block letters

If you require assistance in completing this form, please contact us at support@foodsafety.com.au or by calling 1300 797 020

Lodgement

Once you have completed this form, please return via email at support@foodsafety.com.au or by mail to:

AUSTRALIAN INSTITUTE OF FOOD SAFETY
GPO BOX 436
BRISBANE, QUEENSLAND
AUSTRALIA, 4001

Your Privacy

Your personal information is protected by law. The Australian Institute of Food Safety collects and stores the personal information of our students and customers for the purpose of delivering vocational education and training.

Any data collected by the Australian Institute of Food Safety complies with the Privacy Act 1988 (Commonwealth).

SUBMISSION OF A CUSTOMER COMPLAINT

A grievance is a problem you might experience about something that has happened which you believe is unjust or wrong. If the problem cannot be resolved through speaking with a customer service representative then we encourage you to submit a formal customer complaint. All complaints will be taken seriously and a written acknowledgement of the complaint will be issued within 7 days of submission. Following this you will receive a written response to the complaint within 14 days. The Australian Institute of Food Safety's complaint handling procedures do not in any way limit the rights of customers to take action under Australia's consumer protection laws.

1. PERSONAL INFORMATION

FIRST NAME	<input type="text"/>
LAST NAME	<input type="text"/>
DATE OF BIRTH	<input type="text" value="D D"/> / <input type="text" value="M M"/> / <input type="text" value="Y Y Y Y"/>
STUDENT ID	<input type="text"/>
STREET ADDRESS 1	<input type="text"/>
STREET ADDRESS 2	<input type="text"/>
SUBURB/CITY	<input type="text"/>
STATE	<input type="text"/>
POSTCODE	<input type="text"/>
HOME PHONE	<input type="text"/>
MOBILE PHONE	<input type="text"/>
EMAIL ADDRESS	<input type="text"/>

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2. DETAILS OF COMPLAINT

3. SUPPORTING EVIDENCE

Any supporting evidence that you can provide will assist us in investigating your complaint. Please provide transcripts of the following if you have them available:

- Evidence of prior correspondence with the Australian Institute of Food Safety's staff (i.e. email correspondence)
- Evidence of course enrolment or product purchase (i.e. order confirmation, invoices)

4. STUDENT DECLARATION

I hereby certify that the information provided in this submission is true and correct and I authorise the Australian Institute of Food Safety to obtain verification of any evidence included as part of this submission and to reproduce any such evidence for administrative purposes.

I understand that it is my responsibility to provide all necessary documented evidence. I also understand that an applicant who provides an inaccurate, incomplete, fraudulent or misleading submission may have their complaint form returned.

DATE

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SIGNATURE

