



SECTION 1 – Instructions

This form can be used by anyone who wishes to make a complaint about an action, product or service of the Australian College of Community Services (ACCS)

Before using this form, you are requested to contact ACCS to raise the matter informally. Our contact details are:

Telephone: 1300 833328

Email: accs@accs.edu.org

Should the matter not be dealt with to your satisfaction, you are invited to complete and lodge this form. The completed form may be emailed or mailed and marked for the attention of Business Development Manager of ACCS at one of the following addresses:

Email: accs@accs.edu.org

Mail: GPO Box 590, Brisbane Qld 4001

SECTION 2 – Your details

First Name:	Last Name:
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Student Number:	Email:
Ph Home: ()	Address:
Ph Work: ()	
Mobile:	

Preferred method of contact: Home phone Work phone Mobile phone Email Mail

SECTION 3 – Information about complaint

Please indicate the type of complaint you have. You can make more than one selection.

- Information provided by ACCS*
 - Training delivery*
 - Treatment by ACCS staff or trainers*
 - Facilities or premises*
 - Qualifications/statements of attainment that have been issued/not issued*
 - Training and assessment resources*
 - Assessment methods or processes*
 - Other (please identify)*
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Have you already raised this matter informally with ACCS? Yes/No

If YES, please indicate:

- *Who did you raise the matter with?*
- *Approximately when did you raise the matter?*
- *How did you raise the matter (email, phone, face to face)*



Please provide a brief outline of your complaint

Please provide relevant dates, persons involved, and additional documents if relevant.

What would you like the outcome of your complaint to be?

SECTION 4 – How to lodge your complaint

This form can be either mailed or emailed to ACCS. Please ensure that it is marked to the attention of the Business Development Manager.

Email: accs@accs.edu.org

Mail: GPO Box 590, Brisbane Qld 4001

SECTION 5 – What next

Upon receipt of this form the Business Development Manager of ACCS will begin an investigation of your complaint. This may include:

- Speaking with you
- Speaking with ACCS staff members, including, where appropriate, your trainer/assessor
- Seeking external advice

The Business Development Manager will endeavour to respond to your complaint in writing within 21 days of receipt.