# Complaints and Appeals Form

Clients who wish to submit a complaint or appeal can do so by completing this form and submitting it to Savile. Please outline the reasons for your complaint or appeal and attach any supporting evidence. Forms can be submitted to info@savilerto.com.au.

At Savile, we take all complaints and appeals seriously. Your feedback is important to us, and it helps us continually improve the quality of our services and ensure we meet the highest standards of care and professionalism.

| **Student Details** | | |
|---|---|---|
| First Name | | |
| Last Name | | |
| Phone: | | |
| Email: | | |
| Course | | |
| Trainer / Assessor | | |
| Date of occurrence | | |
| Please indicate whether you are lodging a: | ✔ Complaint | ✔ Appeal |
| Preferred Contact Method: | ✔ Phone | ✔ Email |

| **Complaint / Appeal Details** |
|---|
| Provide an explanation of the reasons why you are complaining / appealing (please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate). |
| |

*(text box will expand as you type)*

| **Student Declaration** | |
|---|---|
| I confirm that the information I have provided is true and correct. | |
| Signature: | |
| Date: | |