
Complaints Form

Information about the complaint process:

- Attempt to resolve the complaint informally.
- Speak with the person.
- If informal attempts are unsuccessful, complete the form below.
- Hand the completed form to our receptionist, or mail the form to the address below. Your complaints will be treated confidentially and you will not experience any loss of support or service because of a formal complaint.
- While the complaint is being investigated, you are entitled to remain in the course. Explain the complaint in the form below procedure.
- Read the complaints and appeals procedure; available on the website.
- The complaint/appeal will be investigated by the Training Manager and details documented.

NB: Written complaints to be dealt with within fifteen (15) days and you will be informed of the outcome within 7 days of a decision being made.

If more than 60 days is taken to resolve the issue, written communications with the complainant must be provided weekly to keep them up to date with the progression of the complaint.

Privacy Statement

Your personal information is protected by law, including under the Privacy Act 1988 (Privacy Act). Your personal information collected through this form is collected by Southern Cross Rail Training Pty Ltd for the purpose of assisting you with your complaint and identifying the most appropriate agencies to refer your complaint to in order for them to determine whether they are able to assist you further, and for the agency to consider the information provided in your complaint for compliance purposes in relation to the organisation/s you have made a complaint about.

Disclosure of your personal information

Your personal information may be disclosed to other agencies for the purpose of assisting with your complaint.

These agencies include, but are not limited to:

- Australian Government Department of Education
- Australian Skills Quality Authority
- Applicable Network Operators

Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the Privacy Act. If you do not provide your personal information, we are unable to refer your complaint to the relevant agencies.

Section 1: Your information

Full Name:	
Address:	
Post Code:	
Phone Number:	
Email:	

Section 2: Third Party details and consent confirmation

Are you lodging this complaint on behalf of someone else? ☐ Yes ☐ No *If no, please skip to Section 3

Name of affected individual(s)?	
What is their relationship to you?	
Is the individual over 18 years old?	
Has the individual consented to Southern Cross Rail Training Pty Ltd (SCRT) collecting their personal information from you and to SCRT using and disclosing their personal information as set out in the Privacy Statement and Complaints Policy & Procedure and SCRT Student Handbook.	☐ Yes ☐ No *if the individual has not provided their consent, do not include their personal information in this complaint.

Section 3: Training details

Name of course completing/completed:	
Training delivery location:	
When did you commence the course?	

Section 4: Complaint Overview

Please provide a brief explanation of the complaint.

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Section 5: Rectifying Actions

What actions have you or the affected individual taken to attempt to resolve the issue?

Have you/affected individual consented to Southern Cross Rail Training Pty Ltd (SCRT) collecting their personal information from you and to SCRT using and disclosing their personal information as set out in the Privacy Statement and Complaints Policy & Procedure and SCRT Student Handbook.

☐ Yes ☐ No

Please email the completed form to reception@scrt.com.au or mail to Training Manager, Southern Cross Rail Training, Unit 2/4 Brunner Road, Chullora, NSW 2190.