|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Complaint Form** | | | | | | | | |
| By *completing* this form, you will be submitting a formal complaint to Premium Health  We appreciate you taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.  A written reply will be forwarded to you within 7 working days. | | | | | | | | |
| Name: |  | | | | Date: | | \_\_\_\_ /\_\_\_\_\_/ \_\_\_\_\_\_\_\_ | |
| Email Address: |  | | | | Contact Number: | |  | |
| Street Address: |  | | | | | | | |
|  | | | | | | | | |
| *Please tick the appropriate boxes* | | Student / Learner | Premium Health Office Staff | | | Premium Health Trainer | |
| Complaint raised against: | |  |  | | |  | |
| Complaint raised by: | |  |  | | |  | |
|  | | | | | | | | |
| *In the box below, please provide as much information as possible, and detail all aspects and concerns in full so a thorough review can take place. Extra information can be added along with this form if required.* | | | | | | | | |
|  | | | | | | | | |
| I hereby declare that all details in this request are true and accurate. | | | | Signature: |  | | | |
| ***OFFICE USE ONLY*** | | | | | | | | |
| Received by: |  | | | | Date: | | \_\_\_\_ /\_\_\_\_\_/ \_\_\_\_\_\_\_\_ | |
| Complaint Given to: |  | | | | Complaint Number: | |  | |
| Replied by: |  | | | | Replied Date: | |  | |
| Action Taken and Outcome: |  | | | | | | | |
| Improvement Required?: |  | | | | | | | |

**Related Standard/s:** Clause 5.2, 6.1-6.5