

CUSTOMER FEEDBACK AND COMPLAINTS FORM

Title:	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Other _____		
Given Name/s:		Surname:	
Mobile:		Email Address:	
Home Address:			
Relationship to Kestrel:	<input type="checkbox"/> Host Employer <input type="checkbox"/> Apprentice <input type="checkbox"/> Trainee <input type="checkbox"/> Labour Hire <input type="checkbox"/> Candidate/Applicant <input type="checkbox"/> Parent <input type="checkbox"/> School <input type="checkbox"/> RTO <input type="checkbox"/> Other (please specify) _____		
Complaint Details			
What is the nature of your complaint?			
Have you raised this with any other organisation or person? If so, what is the status?			
What outcome are you seeking in relation to the issue?			

Do you require any specific support while the complaint is being managed?

Signature:		Date:	
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Received and acknowledged by Kestrel Recruitment:

Name:		Position:	
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Signature:		Date:	
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Next Steps

Kestrel will:

1. Receive and record your complaint in our register.
2. Acknowledge your complaint within 5 working days.
3. Allocate a person to assess, investigate and manage your complaint.
4. Determine an outcome, where possible within 20 working days.
5. Communicate the outcome with you.
6. Advise of external review options you may have if relevant.
7. Retain a record.

Please note, for a range of matters, you may have access to an external organisation to escalate a complaint if necessary. These may include:

- The VRQA for Victorian apprentices and trainees
- To Training Services NSW for NSW apprentices and trainees
- To Fair Work Australia for industrial relations matters
- To the Privacy Commission for privacy matters
- To the Human rights commission for discrimination matters

Kestrel steps in accordance with Procedure **QP010**

The recipient of the complaint should:

1. Add the complaint to the **Complaint Register**
2. Advise the **Regional Manager** and **Admin** team of the complaint
3. **Admin** will provide acknowledgement to the complainant
4. The **Regional Manager** will allocate a person to manage the complaint and communicate with the complainant