






SETS COMPLAINTS AND APPEALS FORM

Please complete and return this form to SETS:

By Hand 	Unit 2/6 Kirke St, Balcatta WA 6021
By Post 	Unit 2/6 Kirke St, Balcatta WA 6021
By Email 	admin@setservices.com.au

Your Name	
Your Email or Postal Address	

Optional contact information

Your Telephone/Mobile Number	
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Please answer the following questions:

Question	Information we would like to know...
Who?	Who is the person you have the issue with? Their name is best if you have it or how you came into contact with them, i.e. receptionist, person you spoke over the phone, etc.
Answer	
What?	What is your issue or concern? I.e., inappropriate behaviour, a decision you believe wasn't fair, an instruction you believe was unsafe, etc.
Answer	
When?	What was the date and/or course you were attending when the issue arose?
Answer	
Where?	Where did the issue occur? Tell us as much about the place where the issue occurred as you can, i.e. in the classroom, in the training area, whilst under instruction in a vehicle, etc.
Answer	
Why?	Tell us why you believe the issue occurred i.e., misunderstanding during training, insufficient instructions provided, lack of sensitivity to diversity, etc.
Answer	
How?	How you would like the issue resolved? What would be your preferred outcome?
Answer	

Thank you for raising this issue. We will deal with this matter according to our Complaints and Appeals Policy which is available upon request at admin@setservices.com.au

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Title	SETS Complaints and Appeals Policy					