



Compliments, Complaints & Concerns Form

At Propel & Elysian Institutes we are committed to the delivery of excellence by adhering to the highest training, assessment, support and client service standards. Whether you are providing feedback, paying a compliment or making a complaint or raising a concern, your input is the key to improving our services and resources.

Whilst feedback can be provided verbally, we request that all compliments, complaints and concerns are lodged in writing on a 'Compliments, Complaints & Concerns Form' to admin@propel.net.au with the subject Compliments, Complaints & Concerns.

Details				
Students Name:	(Can remain anonymous if you wish)	Date:		
Feedback Type:	Compliment	Complaint	Concern	General Feedback
Would you like a response to your feedback?	Yes	No	Preferred Method of response:	

Feedback:

Please provide as much detail as possible: (Attach a separate sheet if necessary)

Desired Outcome

Please describe the action you would like taken in order to address the feedback to your satisfaction.

FOR PROPEL & ELYSIAN INSTITUTES USE ONLY

Completed form received by Organisation Director:	Date:	
Acknowledgement of Compliment/ Complaint/Concern sent to student:	Date:	(if requested)
Set up internal review panel:		Yes No
Student informed of Internal Review Panel on:	Date:	(if required)
Student informed of result on:	Date:	(if required)

Result of Comment/complaint/Concern

Determined Result:		
Are all parties agreeable:	Yes No	(If No, complete further action required)
Further Action Required:		