

Apex HR understands that a situation may arise when you wish to lodge a complaint or express a grievance in regard to services provided by Apex HR. Before you lodge this form, we encourage you to try to settle any complaint or grievance directly with the person(s) concerned or speak to the Student Support officer (Diana Bevacqua on 9755 7453 or [diana@apexhr.com.au](mailto:diana@apexhr.com.au) ).

If you feel that a complaint or grievance has not been attended to fairly with in the Registered training Organisation, you may request an independent mediator to assist you in resolving the complaint.

If you feel that you have not received a satisfactory resolution to your grievance from the organisation, you may then choose to lodge a complaint with the RTO registering body, VRQA, at [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au).

The completed Complaints and Grievances Form should be marked “CONFIDENTIAL” and sent in a sealed envelope to the following address:

The Complaints Officer  
Apex HR  
Chadstone Tower 1 Level  
8,1341 Dandenong Road  
Chadstone VIC 3148

**Name** .....  
**Address** .....  
**Phone Number** .....  
**Email** .....

If you feel that you are unable to take this matter up directly with us, you may choose another person to discuss the grievance on your behalf. Please provide the name and contact details of the person who may be acting on your behalf.

**Name** .....  
**Contact Details** .....

**Please describe your complaint or grievance. (Attach extra pages if necessary)**

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What have you done to resolve your grievance? (Attach extra pages if necessary)

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What have you done to resolve your grievance? (Attach extra pages if necessary)

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Office Use Only**

**Complaints Officer**      Date Received: \_\_\_/\_\_\_/\_\_\_  
 Complaint recorded in the Complaint Register?    Yes    No  
 Who is the appropriate Manager to resolve this complaint?

\_\_\_\_\_

Has the appropriate Manager been notified?       Yes    No

**Manager**      Officer      Date Received: \_\_\_/\_\_\_/\_\_\_  
 Has the Complaint been resolved?       Yes    No  
 If no, what further action is required?

\_\_\_\_\_

Has the action been taken?       Yes    No  
 Has the client been notified?       Yes    No

**Sign when resolved**      Signature: \_\_\_\_\_      Date: \_\_\_\_\_