

**Queensland College of Music Pty Ltd**

RTO 40821

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| **Complaints and Grievances Form** |
| Please complete this form to lodge a formal complaint.We value your feedback and aim to resolve your complaint within 10 days. |
| **Contact Details** |
| **Name:**  |  |
| **Email:**  |  | **Phone:** |
| **Details/cause of complaint/grievance** |
|  |
| **Complainant Signature:**  |  |
| **Date:**  |  |
| Please complete this form and email to: admin@qcm.qld.edu.au |

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| **OFFICE USE**  |
| **Date Received:** |  | **Complaint ID:** |  |
| **Accepted By:** |  | **Position:** |  |
| **Action Taken:** |  |
| **Resolution:** |  |
| **Complainant has been notified of receipt?** | ❏ Yes | ❏ No |
| **Complainant has been sent a written statement of actions taken?** | ❏ Yes | ❏ No |
| **Complaint has been added to the Complaints Register?** | ❏ Yes | ❏ No |
| **Complaint was referred to a third party for resolution?** | ❏ Yes | ❏ No |
| **Date complaint was resolved:** |  |
| **CEO Signature:** |  | **Date:** |  |