



The Redcliffe Aero Club Complaint Form

Please complete all sections of the form in a black pen as clearly as possible.

1) - Student Details

Title:	Surname:	
First Name:	Middle Name:	
Date of Birth:	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other	
Postal Address:		
Suburb:	State:	Postcode:
Phone:	Mobile:	
Email:	Preferred Contact: <input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Letter (Please place V tick in appropriate box)	

2) - Complaint Details

Does your complaint relate to:	<input type="checkbox"/> Registered Training Organisation	<input type="checkbox"/> Trainers / Assessors/ Flight Instructors / Pilots
<input type="checkbox"/> Course Content	<input type="checkbox"/> Flight Schedules	<input type="checkbox"/> Others Behavior
<input type="checkbox"/> Other _____		
Course / Qualification Name:		
Are you making this complaint on behalf of someone else? <input type="checkbox"/> Yes (go to question 3) <input type="checkbox"/> No (go to question 4)		

3) - Complaint Representative Details

Title:	Surname:	
First Name:	Middle Name:	
Date of Birth:	Gender <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other	
Postal Address:		
Suburb:	State:	Postcode:
Phone:	Mobile:	
Email:		
Have you been asked to make the complaint on this person's behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Is this person aged 18 years and over?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If not aged over 18 years, are you the legal guardian of this person?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does this person require an interpreter?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Does this person have a disability or special needs? (optional)	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Persons Name (e.g. Employer Name, Student Name):
Position (Staff Member / Student / Visitor) :
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Other

Please summarise your complaint below. Make sure to include the following: *What* happened? *Who* was involved? *When* and *where* it happened? Any other information relating to the complaint. Attach a separate page if needed and any supporting information that will assist us in addressing your issue.

[illegible]

Have you sought to resolve this complaint with the person involved?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If yes, please provide details:			
Name of agency / person:			
Contact Name:		Contact No:	
Contact Email:			
Date Complaint Lodged:		Case Reference No:	
Outcome:			

What would you like to happen to resolve your complaint?



8) Privacy Information

The information on this form is being collected by The Redcliffe Aero Club (RTO No. 40971) for the purpose of managing and investigating your complaint. All personal information you provide will be handled in accordance with the privacy policy located on the company website. The Redcliffe Aero Club will use relevant personal information for the purpose of assessing and/ or investigating your complaint and responding to you. It may be necessary to disclose relevant personal information to the other person relevant to the investigation, including the person or entity you have complained about, so that they can provide a response. It may also be necessary to disclose relevant personal information to another Queensland Government agency or Australian Government agency so that agency can assist The Redcliffe Aero Club with your complaint. If there is any information you do not wish an external party to receive, please let us know. If you are concerned about the privacy of the personal information supplied on this form, please call The Redcliffe Aero Club on (07)3203 1777 0800-1700 AEST 7 days a week.

9) Consent to investigate your complaint

Please complete the option that applies to you (Option A, Option B or Option C)

☐ Option A – The complaint relates to you and you are making the complaint on your own behalf

I _____ (your name) give my consent for The Redcliffe Aero Club representative/s to investigate my complaint concerning _____.

I further give my consent for The Redcliffe Aero Club to contact any further Government departments they feel could assist/ contribute to resolving my complaint.

- Obtain and/or exchange documents and information containing my personal information, to any third party (including the person or entity I have complained about), that in the opinion of the Queensland Training Ombudsman, is necessary for the purpose of investigation of my complaint.
- Disclose and transfer my complaint and relevant personal information to another Queensland Government agency or Australian Government agency to investigate and respond to me, if in the opinion of the Queensland Training Ombudsman another agency is more appropriate to investigate and respond to my complaint

Signed:

Date:

☐ Option B – The complaint relates to a minor and you are lodging the complaint on their behalf

_____ (NAME OF CHILD), and I am lodging this complaint on his/her behalf.

I give my consent for The Redcliffe Aero Club representative to investigate the complaint concerning _____.

I further give my consent for the Office of the Queensland Training Ombudsman to:

- Obtain and/or exchange documents and information containing my personal information, to any third party (including the person or entity I have complained about), that in the opinion of the Queensland Training Ombudsman, is necessary for the purpose of investigation of my complaint.
- Disclose and transfer my complaint and relevant personal information to another Queensland Government agency or Australian Government agency to investigate and respond to me, if in the opinion of the Queensland Training Ombudsman another agency is more appropriate to investigate and respond to my complaint

This consent remains valid until I give instructions, written or otherwise, that it is terminated.

Signed:

(YOUR SIGNATURE)

Date:



☐ **Option C – The complaint relates to another adult person (the complainant) and you are lodging the complaint on their behalf.**

Please Note: that both you and the complainant are required to sign.

I _____ (your name), acknowledge that I am lodging this complaint on behalf of _____ (name of complainant) and agree for The Redcliffe Aero Club representative/s to investigate the complaint to communicate directly with me in relation to the complaint.

Signed:

Date:

The below Authority and consent Must be completed and signed by the complainant:

I _____ (name of complainant) authorise _____ (name of person lodging the complainant) to lodge this complaint concerning _____ on my behalf and give my consent for the Office of the Queensland Training Ombudsman to investigate my complaint.

I further authorise the Office of the Queensland Training Ombudsman to communicate directly with

_____ (NAME OF PERSON LODGING THE COMPLAINT) in relation to my complaint.

I further give my consent for the Office of the Queensland Training Ombudsman to:

- Obtain and/or exchange documents and information containing my personal information, to any third party (including the person or entity I have complained about), that in the opinion of the Queensland Training Ombudsman, is necessary for the purpose of investigation of my complaint.
- Disclose and transfer my complaint and relevant personal information to another Queensland Government agency or Australian Government agency to investigate and respond to me, if in the opinion of the Queensland Training Ombudsman another agency is more appropriate to investigate and respond to my complaint.

Signed:

Date:

10) Check your Completed Form

Before you send this form through to The Redcliffe Aero Club please check you have:

- ☐ provided as much relevant information as possible.
- ☐ attached any supporting documentation.
- ☐ clearly identify your concerns.
- ☐ provided all necessary permissions for The Redcliffe Aero Club to investigate.
- ☐ provided your desired outcome

Q12 – Submit your Complaint

You can submit your complaint via email to

- The Redcliffe Aero Club – info@redcliffeaeroclub.com.au

Send a hard copy of your complaint to:

- CEO / Complaints Team
The Redcliffe Aero Club
1 Wirraway Drive, Kippa Ring, QLD, 4021