

COMPLAINTS FORM



Send your completed form to info@buildinginstitute.edu.au or hand it to any Building Institute NSW staff member. If you would rather make your complaint by phone, call 1300 412 359. Please see our Complaints Policy for more information.

1. Your Details

Full name	
I am a	☐ Student ☐ Prospective student ☐ Employer ☐ Staff member or contractor ☐ Other
Student number (if known)	
Phone	
Email	
Postal address	
Course or training product	
Preferred way to contact you	

I am making this complaint on behalf of another person, and they have consented (attach their written consent).

Name of the person: _____

Relationship to the person: _____

You can make a complaint anonymously. We will record it and look into it as far as we can, but we may be limited in how we investigate and respond, and we cannot give an outcome to someone we cannot contact.

2. What Your Complaint Is About

☐	Type of complaint
☐	Quality or suitability of training, learning resources, facilities or student support
☐	Timeliness of assessment marking, communication or feedback from an assessor
☐	Administrative processes, such as enrolment, invoicing or delays in communication
☐	Conduct of a trainer, staff member or student
☐	Discrimination, harassment, sexual harassment, bullying or victimisation
☐	Assault, violence or a risk to health, safety or wellbeing (we act on these straight away)

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☐	Type of complaint
	How your personal information was collected, used, disclosed, stored or protected
	Other (please describe)

If you want a decision reviewed, such as an assessment result, an RPL or credit transfer decision, a refund decision or the outcome of a complaint, please use the Appeals Form instead.

When did it happen? (date or dates)	
Where did it happen?	
Who was involved (if known)?	
Have you already raised this with the person involved? You do not have to, especially if your complaint is about that person.	☐ Yes ☐ No
If yes, when, and what happened?	

3. Details of your complaint

Please tell us what happened, when and where it happened, and who was involved. Attach extra pages if needed.

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4. The outcome you are seeking

For example: an apology, an explanation, re-delivery of training, a reassessment, a fee adjustment or refund, or a change to a process.

5. Supporting Documents

☐	Document attached (for example emails, photos or receipts)
☐	
☐	
☐	
☐	
☐	

6. Support and Access

Do you need an interpreter? If yes, which language? (Free through TIS National on 131 450)	
Will you have a support person or advocate with you? If yes, their name	

7. Privacy

Building Institute NSW collects the information on this form to deal with your complaint and it is used and disclosed only for that purpose. See the Privacy Policy for more information.

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8. Declaration

I have read and understood Building Institute NSW Complaints Policy

I confirm that the information in this form is true and correct to the best of my knowledge.

Name:	
Signature:	
Date:	

9. Office Use Only

Date received	
Entered in the Complaints and Appeals Register	
CEO or Director notified (date)	

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Acknowledgement sent	
Triage: material event or non-material event	
Allocated to investigator	
Conflict of interest check completed (investigator had no involvement in the matter)	
Progress updates sent (if applicable)	
Outcome and remedy	
Date written outcome sent	
Appeal lodged (date) and outcome	
Improvement action recorded in the Continuous Improvement Register	

10. Building Institute NSW Administration Use Only

Name:	
Signature:	
Date:	