

This form can be used to make a **formal complaint** about:

- An Agora Training Centre (ATC) course/program or related student service, including equipment and resources.
- The conduct of another student(s), staff member(s), volunteer(s), or person(s) external to the Agora Training Centre with whom students interact in relation to their involvement with the Agora Training Centre. (E.g. disruptive behavior, bullying or discrimination etc.)
- Agora Training Centre policy, procedure or administrative process, including an unresolved appeal against assessment.
- A health and safety issue

OR **Appeal** a formal complaint outcome

Your Details			
Surname:		Given names:	
Date of birth:		Phone No:	
Email:			
Address:			
Course/program enrolled in:			
Complaint submission date:			

Formal Complaint Details

What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.

Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.

Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.

What effect has the event/action had on you? And what outcome would you like?

Formal Appeal Details

Why do you not agree with the resolution of the complaint?

Do you have any new evidence to support your complaint? Please attach copies of relevant documents.

What outcome would you like?

Please read the statements below and check the boxes in acknowledgement.

- I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.
- I have read the Complaints & Appeals Procedure and understand the process, potential consequences and outcomes of lodging this complaint.

Please lodge this form and supporting documents in the Complaints and Feedback box at Agora Training Center Reception, or email them to **admin@agoratrainingsservices.ae**

We will endeavour to contact you as soon as possible regarding your application (within a maximum of 3 days). If you are unhappy with the way your complaint is handled, you may be able to appeal the outcome internally or lodge a complaint with an external organisation.

For further information, please refer to the Complaint & Appeal Policy or Procedure, or ask your trainer or the program manager.

Privacy notification:

Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in a complaints register administered by the Executive Officer. You have the right to request access to your personal information.

Office Use Only			
Date received		Received by	
Referred to		Date referred	