

NAME:	
PROGRAMME:	
ETB LOCATION:	
PROGRAMME START DATE:	
SUBMISSION DATE:	

What is the Complaints Procedure?

The **Complaints Procedure** is a mechanism that provides a consistent basis for notifying a grievance of a severe nature and in instances where informal options have not led to the satisfactory resolution of the issue presented. In addition, this procedure notifies the various steps in the process. FIT may, where necessary, engage in early actions in instances relating to the safety and welfare of the complainant and/or anyone noted in the complaint where an apprentice communicates an item of a significant nature to the Registrar or wider FIT Registry Team.

Procedure Steps 1-3

Step 1 (Apprentice)

For all complaints/grievances, ensure that you have exhausted any potential discussion to resolve the matter with your tutor, ETB, or FIT.

Step 2 (FIT)

FIT will acknowledge your submitted Complaints Form, within ten working days, notifying you of the next steps and, where possible, a reasonable timeline for the conclusion and outcome of your complaint.

Step 3 (Apprentice)

Based on the detail of your written submission, a FIT staff member may have to communicate with you, seeking further clarification or detail based on your written submission.

RATIONALE FOR APPEAL

1. Please outline the substance of the complaint/grievance



2. Please outline previous efforts to resolve the matter

3. How would you like the complaint resolved

