Procedure

The grievance procedures relating to the delivery of training and/or the assessment involves the candidate initiating the following:

1. Raise the matter with the other party concerned.
2. If the grievance remains unresolved following local level resolution or if local level resolution is inappropriate then the candidate should contact AUSTSWIM by completing this form.
3. This form should be completed and returned to AUSTSWIM within 7 days of the course completion.
4. AUSTSWIM will resolve any grievances fairly and equitably within fifteen (15) working days. A written response will be forwarded to the candidate.

Course Name	**Course Code**
Family Name	**Given Names**
Address	
Contact Phone Number (during business hours)	

Please state the nature of the issue you are raising including dates, times and other people involved	
Signature	**Date**

Please return to:

AUSTSWIM Head Office
PO BOX 139
Mulgrave VIC 3170
Email: info@austswim.com.au

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