

Purpose: To allow an individual to positively or constructively provide feedback, or any identified concerns (eg, unacceptable service or behavior) to the attention of Gold Training management (for corrective action where required).

SECTION 1: TO BE COMPLETED BY THE INDIVIDUAL PROVIDING FEEDBACK

(The person recording the feedback may complete this form on behalf of the individual, where applicable, e.g. Telephone)

USI Number:		Course Name:	
First Name:		Last Name:	
Client Address:		Trainer (if applicable):	
Email Address:		Telephone Contact:	

What is your feedback regarding?

My Trainer	<input type="checkbox"/>	Behavior	<input type="checkbox"/>	Resources	<input type="checkbox"/>
My Course	<input type="checkbox"/>	Environment	<input type="checkbox"/>	My Expectations	<input type="checkbox"/>
Gold Training	<input type="checkbox"/>	Equipment	<input type="checkbox"/>	Other	<input type="checkbox"/>

Details of feedback

Name:		Signature:	
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- Instructions: When all above fields have been completed:
- Hand this form into your respective Gold Training course trainer; or
 - Email this form to gt.studentadmin@goldtraining.edu.au; or
 - Mail to level 3/77 Mooloolaba Esplanade, Mooloolaba QLD 4557

SECTION 2: TO BE COMPLETED BY THE RELEVANT GOLD TRAINING LINE MANAGER (OFFICE USE ONLY)

Review and Investigation (Root Cause Analysis – what prompted the feedback?)

Valid Feedback: Yes / No (give reasons)

Relevant Line Manager	Name:		Signature:	
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Note: When review and investigation has been completed, please scan email a copy to the Gold Training Compliance Team

Recommended Correction or Corrective Action – what is the recommended immediate fix to resolve the problem?			
Action Time	<input type="checkbox"/> Immediately	<input type="checkbox"/> Within 24 hours	<input type="checkbox"/> Within 7 days <input type="checkbox"/> Other (specify):
Action to be taken by		Client Notified	Yes <input type="checkbox"/> Date: _____
Corrective Action Approval	Name:	Signature:	
Follow up verification	<input type="checkbox"/> Corrective action has been taken and was effective		
Relevant Line Manager:	Name	Signature	Date

Preventative Action Taken – what can be done to prevent the same thing from happening again?			
Action Time	<input type="checkbox"/> Immediately	<input type="checkbox"/> Within 24 hours	<input type="checkbox"/> Within 7 days <input type="checkbox"/> Other (specify):
Action to be taken by		Client Notified	Yes <input type="checkbox"/> Date: _____
Corrective Action Approval	Name:	Signature:	
Follow up verification	<input type="checkbox"/> Preventative action has been taken and was effective		
Manager Information:	Name	Signature	Date
<p>Note: when complete, a copy of this record will be saved on the Gold Training shared drive. This will ensure that the document is stored in a permanent location.</p> <p>Furthermore, this information will be stored in the Gold Training ‘Customer Feedback Register’ for future reference if required</p>			