## Complaint Lodgement Form

### Personal Details

- **Family Name**
- **Given Names**
- **Student ID (If student of Empower Institute)**
- **Date of Birth**

### Contact Details

- **Email Address**
- **Contact Number**
- **Residential Address**

### Summary of Complaint

- **Complaint Against:**
  - Agent (Name)
  - Empower Institute

- **Description of Complaint (Complainant must provide accurate details of what happened, the date and time of incident)**

- **Any other witness of this incident.(If yes, then provide details and relationship with complainant)**

- **Attach any documentation to support your complaint (if any)**
**Acknowledgement**
(All the information provided above is true and correct)

<table>
<thead>
<tr>
<th>Complainant’s Signature</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Date</td>
<td></td>
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**Privacy Note**
- *Information provided on this form will only be used in the investigation and resolution of the complaint made. Access to these details will only be provided to officers involved in the investigation. Your personal information will not be disclosed to any other organisation unless required to do so by law.*

**Office Use Only**
- **Complaints & Investigation Officer**
- **Date Complaint Received**
- **Method of Complaint Lodgement**
  - In person
  - In writing (email/postal)
- **Collect evidence of academic work from eZone and student trainer**
- **Collect evidence from RTOManager to prepare preliminary investigation.**
- **Collect evidence on Chrome book status (if Applicable)**
- **Compile report based on agent response and internal investigation.**