



## Complaints Form

*If insufficient space on this form, please attach additional information and make reference to it in the relevant section on the form.*

**Section One**

(to be completed by complainant)

Complainant's name .....

Address .....

Phone .....

Nature of complaint .....

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Signature of Complainant..... Date.....

**Section Two**

(To be completed by an Axxis representative when outcome is reached)

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Signature of Representative ..... Date.....

Position.....

**Section Three**

(to be completed by representative of arbitrating body if complaint is taken to this level)

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Signature of Arbitrating Body Representative.....

Name and Position (print) .....

Should the issue take more than sixty (60) calendar days to resolve, the RTO will inform the complainant in writing of the progress of the complaint and the reason/s why more than 60 calendar days are required. Complainants will be regularly updated about the progress of the complainant and the detail of those updates will be listed in the space below.