TOP END Group Training Pty Ltd	**Document No: 2-14-2**	Issue No: 1:0
	Issues & Complaints Resolution	Issued: 30/01/07 Next Review: 30/01/07

This document is to be used for all clients of Group Training NT to lodge an issue requiring attention or to lodge a complaint about the service being provided by GTNT.

This form should be downloaded and:

- Emailed to ken.white@gtnt.com.au; or
- Faxed to 8941 2102, marked “Confidential” to Ken White; or
- Mailed and marked “Confidential” to Ken White, GPO Box 3245 Darwin NT 0801

Name of Client	
Date:	
Contact details:	
Phone:	
Mobile:	
Email:	
Mailing address:	
Details of Issue / Complaint:	

Resolution Procedure

1. Quality Manager to respond within 24 hours that this document is received and advise the Log No.
2. Quality Manager to advise complainant within 2 working days of how the investigation process will be undertaken.
3. A formal response to be sent to the complainant within 5 working days.