

Client Complaint Form

MOXI prides itself on delivering customer focused quality training and assessment services however, we recognise that at times, a dispute may arise or a participant may have reason to be dissatisfied with some aspect of our service. Before lodging a formal complaint, we urge you to attempt to discuss the matter with the person(s) concerned. **If a resolution cannot be achieved informally, use this form to lodge a formal complaint.**

Name	Phone
Email	Date of Incident
Please describe your complaint	
What actions /resolution have you taken, in an attempt to resolve this matter?	
What action/resolution would you like to see happen to resolve this matter?	
Any additional information you would like to add	
Thank you for contacting us. We will be in touch in no more than 10 working days to discuss your complaint and to organise a time for a resolution meeting between the all parties concerned.	
Signature	Date

This completed form should be emailed to enquiry@moxi.com.au or handed directly to the MOXI Office Manager.

Office Use ONLY:	Attached detail of Outcome on separate sheet if necessary:	Details of Outcome
Re-solved: Yes <input type="checkbox"/> No <input type="checkbox"/>	Date Resolved: _____ CI Recorded: Yes <input type="checkbox"/> No <input type="checkbox"/>	Attached: Yes <input type="checkbox"/> No <input type="checkbox"/>