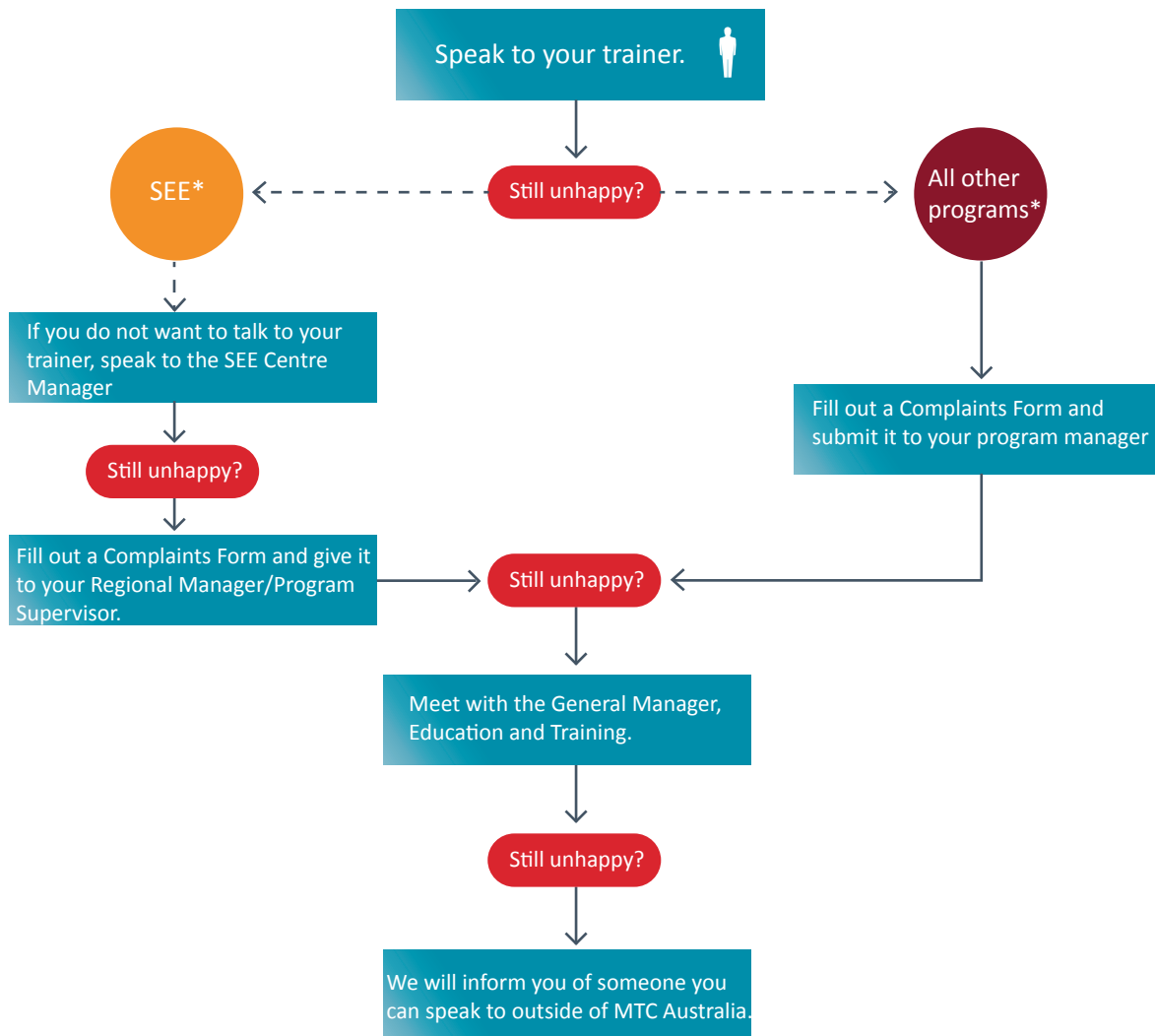


# Complaints Form Process - Diagram



### Notes:

- Ask your trainer or another MTC Australia staff member for the Complaints form.
- Please submit the Complaints Form to your Regional Manager or coordinator in person, or post to **Ground Level, 3 Hamilton Rd Fairfield NSW 2165**.
- At any time, ask your Trainer, SEE Centre Manager or another MTC staff member if you need help. You can also call Customer Service on 1300 981 901 to talk to someone who speaks your language.

\*SEE - Skills for Education and Employment Program

\*All other programs include: Fee for Service (FFS) and New Enterprise Incentive Scheme (NEIS) and Smart and Skilled Program.