

## Licencing Assessment Complaints Form

### Complaint's process

Future Energy Skills supports the right for all candidates to a fair and transparent process for the resolution of grievances and complaints if the individual believes a decision, behaviour or action is unfair

### Lodging the complaint

1. Must be made by the candidate only, unless written consent is given within 24 hours of the assessment
2. In Writing using the Licencing assessment complaint form within 24 hours of the assessment.
3. In person at the time of the assessment completion or within 24 hours of the assessment.
4. Via the phone within 24 hours of the assessment.
5. Future Energy Skills will investigate the complaint and finalise an outcome within 10 business days.

Please email or complete this form with a Future Energy Skills staff member at the time of the assessment or within 24 hours

Contact Details:

P: (03) 9654 1299

E: [leabookings@futureenergyskills.com.au](mailto:leabookings@futureenergyskills.com.au)

A: Building 2 Level 3 195 Wellington Road, Clayton 3168. If you are not satisfied with the appeal's outcome you can -make a further appeal to ESV

### Candidates Details

<b>Date</b>	
<b>Full name</b>	
<b>Contact number</b>	
<b>Email</b>	
<b>How do you prefer to be contacted?</b>	<input type="checkbox"/> Email <input type="checkbox"/> Phone

### Assessment Details

<b>Licensing Assessment being appealed (tick relevant box)</b>	<input type="checkbox"/> LET <input type="checkbox"/> LEP <input type="checkbox"/> SWP <input type="checkbox"/> REL Class 2 <input type="checkbox"/> REL Class 1	<input type="checkbox"/> LEI Theory <input type="checkbox"/> LEI G Practical <input type="checkbox"/> LEI Safe Approach <input type="checkbox"/> Switchgear Licence Practical
<b>Assessment Venue</b>	<input type="checkbox"/> Maryborough <input type="checkbox"/> Clayton	Other, please specify:

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**Description of event/complaint**

Please describe the details of nature of your complaint, including the assessment, event and nature of your complaint..

**Declaration**

I attest that the information above is true and correct.

Signature:

Print name:

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**Complaint outcome rationale**

**FES OFFICE USE ONLY:**

Operations manager or Executive Officer to give brief description of decision outcome.

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**Follow Up action/s required:**

**FES OFFICE USE ONLY:**

Please indicate the level of reporting required.

- Operations Level  
 Executive Officer

- The Board  
 Energy Safe Victoria

Outcome Finalised and all relevant parties informed

Date:

Signature and date of Operations Manager and/or Executive Officer

Signatures: 1

2

Print names:

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