

Complaint Form

1. Before lodging a formal complaint, please ensure that you have followed Stage 1 of the student complaints procedure outlined in the Grievance, Complaints and Appeals Policy.
2. Completed Student Complaint Forms are to be sent to the College Director as identified on page 3 Grievance, Complaints and Appeals Policy

While principles of privacy and confidentiality are observed in handling complaints, the disclosure of personal or identifying information to relevant staff will generally be necessary in responding to your complaint.

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| Student Number: | Date: |
| Surname: | First Name: |
| Contact Phone Number: | Email: |
| If you are not a student, what is your relationship with our College? | |
| Information that you may wish to provide might include: a description of the incident or problem; details of any conversations or meetings regarding your concerns; or any details or copies of documents you think would help us to understand your complaint. Attach additional pages if needed. | |
| Describe your complaint: | |
| List or briefly outline any evidence you wish to provide: | |
| Have you tried to resolve this issue informally? YES / NO (please circle) If Yes, please provide a brief summary of this process: | |
| What outcome do you expect from your complaint? If you indicate that no response is required, your complaint will be recorded, and your concerns noted. If you have not provided your individual details, we will not be able to respond to you about your complaint. It will not always be possible to resolve a complaint to the complete satisfaction of a complainant, but you can expect that your complaint will be dealt with promptly and thoroughly. | |
| <input type="checkbox"/> No Response Required <input type="checkbox"/> Info/Explanation <input type="checkbox"/> Review policy/practice <input type="checkbox"/> Apology <input type="checkbox"/> Action | |

Student Signature: _____ **Date:** _____

Parent/Legal Guardian Signature: _____ **Date:** _____

(If student/complainant is under the age of 18 years, parent/legal guardian's signature is required.)