

Complaint Form

Students and staff can follow up on a serious grievance or complaint following the procedures explained in our policy manual and in the student handbook. We are guided by legislation and the Institutes policies in these matters. We encourage complainants to talk to teaching staff or the Student Counselor first then if not satisfied, put your complaint in writing.

1. Student Details

Name:

Contact details for follow up:

Postal Address:

Phone : Mobile : Email address:

Student Future Student Parent (Carer) Name Of Student..

Staff Member Other

2. The Complaint Is Regarding

- | | |
|--|--|
| <input type="checkbox"/> The Institute | <input type="checkbox"/> The Building Or Equipment |
| <input type="checkbox"/> A Course | <input type="checkbox"/> A Teaching Problem |
| <input type="checkbox"/> Administration | <input type="checkbox"/> A Student |
| <input type="checkbox"/> Assessment Results – Please Complete “The Assessment Appeal Form” | |
| <input type="checkbox"/> Other | |

3. Have You Discussed the matter with a staff member ?

- No – Go to 4
 Yes If Yes When ?

Who dealt with the matter ?.....

What was the result ?

4. Please give details of the complaint and the outcome you are seeking : (You may wish to attach further documentation)

Course enrolled _____

Date of complaint _____

Signed _____

Received by _____ on (time/date) _____

Signed by member of staff _____

Note: Complaints will be treated in confidence and noted in the Institute records and where relevant. They are placed in student or staff personal files. Documentation of written complaints and follow up can be accessed within Privacy laws and Institute policies.