



Student Complaint Form

Students are advised to address issues through direct, informal communication with the relevant staff in the first instance. Often, **trainers and lecturers** can provide immediate clarification or solutions. When submitting this form, ensure that all necessary supporting documentation is included to avoid delays.

YOUR DETAILS

Given Name: _____ Family Name: _____

Student ID: _____

Contact Number: _____

Email: _____

Address: _____

ENROLMENT DETAILS

Course/Program: _____

Campus: ☐ Melbourne ☐ Sydney

DESCRIBE YOUR COMPLAINT (ATTACH ADDITIONAL PAGES IF NECESSARY)

WHAT STEPS HAVE BEEN TAKEN TO RESOLVE YOUR COMPLAINT?



WHAT IS YOUR DESIRED OUTCOME?

Student Signature: _____

Date: _____

Office Use Only

Received by: _____ Signature: _____

Date Received: _____

Responsible Department: _____

Date communicated to responsible department: _____

Date logged in Complaints Register: _____

Outcome/Resolution by Department

Name of Designated Head: _____ Signature: _____

Date: _____ Date complainant was informed: _____

Improvements identified (if any): _____
