

# Compliments, Complaints and Appeals

College:	E-mail:
Student's name:	Telephone no:
Signature:	Date:

**I would like to:** *(please choose)*



**Compliment**



**Complain**

**Details in English:** *(you can ask your friend for help)*

*Please provide details of all concerns (where, when, what the complaint/ compliment is about) and names of people involved. For compliments the named person will be rewarded. For complaints, the College will respond to the student by e-mail within 10 working days from the receipt of the complaint provided that all fields are filled in.*

What would you like us to do to help you with your complaint?

**Privacy notice:** The information provided on this form will be used by the College to provide students with a written statement of the outcome of a formal complaint & appeal, including details and reasons for the decision. Information collected on this form can be provided, in certain circumstances, to the Australian Government and designated authorities. In other instances information collected on this form can be disclosed without your consent where authorised or required by law. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Office use only

Received date:

Received by:

Outcome:

**Further action required**

Student

Administration and Support Systems

Educational

Other (please specify)