



Student Complaint Form

For Academic and General Use
(Incomplete form is not acceptable)

Date Form submitted: _____

Student Details

Student ID:	
Family Name:	Given Name(s):
Date of Birth:	Gender: M <input type="checkbox"/> F <input type="checkbox"/>
Address:	
Telephone:	Mobile
Email:	

Complaint Details

Course Name: General English AM <input type="checkbox"/> / General English PM <input type="checkbox"/> / English for Academic Purposes <input type="checkbox"/> / IELTS Preparation <input type="checkbox"/>
Name of Teacher-In-charge: _____

What is the main type of issue your complaint relates to – please tick (you can tick more than one):

<input type="checkbox"/> Course information, publicity or advertising material	<input type="checkbox"/> Entry Procedures
<input type="checkbox"/> Enrolment Procedures	<input type="checkbox"/> Cost information or procedures relating to Financial matters
<input type="checkbox"/> Staff qualifications or skills	<input type="checkbox"/> Student support and guidance
<input type="checkbox"/> Program content and structure	<input type="checkbox"/> Arrangements with other institutions
<input type="checkbox"/> Library	<input type="checkbox"/> Equipment and Teaching Resources
<input type="checkbox"/> Assessment Information and Processes	<input type="checkbox"/> Other (Please give details below)

Complaint: (Please provide specific details of what your complaint is about, and when the matter(s) involved occurred. Providing as much detail as possible will assist us in investigating your complaint. If necessary, you may attach extra pages or material to this form.)

Student Signature: _____

Date: _____

Administration Officer: _____

Date: _____

Translator (if used): _____

Date: _____

Complaint actioned by: _____

Date: _____

Student informed by: _____

Date: _____