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

Date Form submitted: ____________________

Student Details

<table>
<thead>
<tr>
<th>Student ID:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Name:</td>
<td>Given Name(s):</td>
</tr>
<tr>
<td>Date of Birth:</td>
<td>Gender:</td>
</tr>
<tr>
<td>Address:</td>
<td>Mobile</td>
</tr>
<tr>
<td>Telephone:</td>
<td>Email:</td>
</tr>
</tbody>
</table>

Complaint Details

<table>
<thead>
<tr>
<th>Course Name: General English AM □/ General English PM □/ English for Academic Purposes □ / IELTS Preparation □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Teacher-In-charge:</td>
</tr>
</tbody>
</table>

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

- [ ] Course information, publicity or advertising material
- [ ] Entry Procedures
- [ ] Enrolment Procedures
- [ ] Cost information or procedures relating to Financial matters
- [ ] Staff qualifications or skills
- [ ] Student support and guidance
- [ ] Program content and structure
- [ ] Arrangements with other institutions
- [ ] Library
- [ ] Equipment and Teaching Resources
- [ ] Assessment Information and Processes
- [ ] 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: ___________

Version: 28082014
Updated: Academic Manager