

STUDENT COMPLAINT FORM

If a complaint includes any allegations pertaining to another individual, that person will be notified and provided with copies of all relevant documentation, including a copy of section two of this complaint form.

All applicable sections of this form must be completed (preferable electronically) and then signed in order for a complaint to be formally valid and should be emailed or presented to either the College Director or the Dean. A copy of complaints will be kept on file.

Where possible, the College attempts to resolve complaints within ten working days of the Student Complaint Form being received. The College will notify the complainant if a longer timeframe is required.

Upon resolution, you will be sent a written notification of resolution, detailing the outcome of the complaint process.

SECTION ONE: PERSONAL DETAILS	
Student Name:	
Student ID:	
Programme of Study:	
Email:	
Phone:	
Postal Address:	

SECTION TWO: COMPLAINT DETAILS	
Complainant Name:	
Incident Date:	
What is your complaint regarding?	
Provide a detailed description of your complaint, including relevant dates and times:	

Detail any steps you have taken to resolve this complaint:			
Describe your desired outcome:			
Complainant Signature:		Date:	

OFFICE USE ONLY	
Date Received:	
Resolved (Y/N):	
Investigator Name and Position:	Date Resolved:
Comments	

