

## Student Complaint & Appeal Form

To make a formal complaint to Integrity Education Group, please complete the form. The College will respond to your complaint in accordance *with its Complaints and Appeals Policy and Procedures*.

<b>A. Student Details</b>	
Course Enrolled in:	
Student Number:	USI :
Given/First name:	Family name:
Address:	Post Code:
Contact Phone:	Mobile:
Emergency Contact:	Email:

<b>B. Category</b>
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- Complaint (Initial notification of an issue that has occurred)
- Appeal (A grievance against a decision that has been made by Integrity Education)

<b>C. About your Complaint / Appeal</b>
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Describe your complaint/appeal and include the following:

- Describe the situation and/or your concerns
- Include key dates and times, such as when the incident occurred
- If known, include the names of College staff involved
- Details of any telephone conversations or emails
- and other information that you think is relevant to your complaint

Attach extra pages as required including copies of supporting documents relevant to your complaint/appeal.

<b>D. Details of Complaint or Appeal</b>

**E. What action would you like to see as a result of your complaint?**

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**F. What actions have you already taken?**

For example: Have you attempted to resolve your complaint informally? Or Have you followed the Complaints and Appeals Procedure and all available avenues exhausted?

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**G. Student Declaration:**

I, hereby declare that all the information provided in this form is true and correct.

STUDENT'S SIGNATURE : \_\_\_\_\_ Date: \_\_\_\_\_

**H. Privacy Statement**

Integrity Education Group protects the student's information according to its privacy policy and procedures.

**I. For Office Use Only:**

Issue Resolved:  Yes  No

CEO'S SIGNATURE : \_\_\_\_\_ Date: \_\_\_\_\_