

Complaint Form (Formal)

This form should be used in conjunction with the **Complaints Policy** (available on <http://curtincollege.edu.au/about-curtin-college/policies-procedures/>)

SECTION 1 – YOUR DETAILS

Title:	Mr / Ms / Mrs / Miss / Dr (please circle)
Surname:	
Given Names:	
Student ID No. If applicable	
Telephone:	Home: Mobile:
Email:	
Would you like a copy of your complaint?	YES / NO
Are you making the complaint on behalf of some one else?	YES / NO If Yes, what is your relationship to that person: _____

SECTION 2 – NATURE OF COMPLAINT (please select from the list below):

- Academic Complaints**
- Curriculum content and its delivery
 - Class timetabling and exam timetabling matters
 - Exam procedures
- General (Non-Academic) Complaints**
- Agent Misrepresentation of College and/or programs
 - Customer services and administration
 - Facilities
 - Fees payments, refunds, and finance related matters
 - Marketing related information
 - Refusing admission to a program or cancellation of enrolment
 - Staff
 - Wellbeing (Pastoral care)

Other:

Please turn page

SECTION 3 - DETAILS OF THE COMPLAINT

Please provide a summary of your complaint and include details such as the location, date, time, and names of any people involved, if applicable. Please attach evidence and/or documentation to support your complaint.

SECTION 4 – HOW HAS THIS AFFECTED YOU?

What loss or harm have you experienced because of what happened to you?

SECTION 5 – WHAT OUTCOME ARE YOU SEEKING?

SECTION 6 – DECLARATION

- Yes No I have read the **Complaints Policy** on the College’s website www.curtincollege.edu.au
- Yes No I understand my obligations as outlined in the **Complaints Policy**.
- Yes No I understand that I will receive the outcome of my complaint in writing within ten (10) working days of submitting the complaint.

Complainant’s Signature

Name _____

Signature _____

Date _____