

Complaint Form
Lloyds International College (VET)

First Name:

Last Name:

Student ID number: CRI

Email:

Mobile number:

Course Name *(please write the name of your CURRENT course):*

Reason for your complaint *(please write the main type of issue your complaint relates to):*

Complaint details:

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

Supporting evidence and documents provided: *(please specify what documents you attached to this appeal)*

Student Signature:

Date:

I declare that the information I have provided in this complaint form and on the attached documentation is true and correct in every detail. Where the supporting statement or/and document is attached, I authorize the College to seek further information directly from the originating source. Information collected on this form can be disclosed without your consent where authorized or required by law. The authority to collect this information is contained in the Education Services for Overseas Students Act (ESOS) 2000, ESOS 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2019. I understand that this complaint will be investigated and I will receive a written response within 10 (ten) working days.

OFFICER USE ONLY

*If you are student, please do **NOT** fill in this part. Please leave this page blank.*

Refer students to see the school counselor YES NO

Counselor Feedback or Recommendation *(Academic Manager will make final decision base on facts presented at all stages of this appeal)*

Academic Manager Use Only

Required action:

Has the matter being resolved Yes or No; (if No explain why)

I informed the student of the outcome on _____ date

Method used: (circle one) Letter Email Verbal Phone Other (explain)

Signed by: _____ Academic Manager

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|-------------------------|--|------|--|
| Student signature | | Date | |
| College Staff signature | | Date | |