

Complaint Form



- Provide as much detail as possible on complaint including cause
- The process begins within 10 working days of the formal lodgement of complaint form
- All complaints will be taken seriously. The college's procedures do not limit the rights of complainant/students to take an action under Australia's consumer protection laws.
- Before lodging a complaint, you are requested to carefully read Complaints and Appeals Policy & Procedures of Griffin College.
- You are supposed to attach any supporting documentation relevant to your application.
- Student must submit the form to student support officer in person or by email: info@griffin.edu.au

DETAILS	
Complaint Type	Student <input type="checkbox"/> Other <input type="checkbox"/>
Complaint/Student Name	
Student ID	
Address	
Street	
Suburb	
Post Code	
Phone	
Email ID	
Course	

Do you have any another person who would like to assist you? If yes, please provide details

Name	
Relationship	

Complaint Details

Nature of complaint/Details
People involved:

<p>Dates:</p> <p>Reasons/Cause(s):</p> <p>Your Expected Outcome/What you would like to happen to fix the problem and prevent it from happening again</p>
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(Please attach a separate page if the space above is not sufficient to write the details)

Did you speak with your trainer to resolve the complaint?	
Did you speak with student services/support to resolve the complaint?	

DECLARATION/SIGNATURES.

I declare that the information provided in this application is true and I have read the Complaint and Appeal policy and procedure. I understand that I may be asked for the further information and may asked to attend the meeting to discuss my application.

Complainant/Student Signatures	
Date	

OFFICE USE ONLY

Contact Details are up to date in system. If there is variation and complainant is current student, please request "Address and Contact Details update form" without delaying this complaint process.

Form Received by	
Form received Date	
Signature Receiving officer	
Acknowledgement Mode/Date	
Form is complete, forward to compliance for further Action	
Action Taken	