

Educare Complaints Form

The Student Complaint Form is used to record issues and concerns affecting both the student’s personal and academic goals. The information you provide will only be used for the purpose of assessing and investigating your complaint. All complaints will be addressed justly and will assist us to improve the delivery of our services.

International Student Details			
Student name		Student Identifier	
Contact email		Contact phone	
Enrolled course			
Do you need someone to accompany or represent you to file the complaints?			
If so, please inform your relationship with your representative:			
Do you have disability or communication problem that mean you require assistance to access our services?			
If so, please let us know how we can assist you:			
Complaints, (Who, Where and What)			
Brief Description of the Complaints			
Location of Complaint		Time and Date of Complaint	
Name of First Responder/ Officer receiving the complaint		Name of Witness/s or Other Parties	

Document Name	Date:	Version	Verified by:	Approved by Compliance
Educare Complaints Policy	Apr 2018	V2.0	SAM	JJI

Actions			
Relevant Authorities Notified	<input type="checkbox"/> Student Management Officer <input type="checkbox"/> PEO <input type="checkbox"/> Manager, International Services <input type="checkbox"/> Finance Manager <input type="checkbox"/> Compliance Manager <input type="checkbox"/> Training Manager		
	Outcomes	<input type="checkbox"/> Upheld <input type="checkbox"/> Written Agreement <input type="checkbox"/> Compromised <input type="checkbox"/> Rejected <input type="checkbox"/> Withdrawn <input type="checkbox"/> Others, please specify:	
Follow up Meeting Date:			
Actioning officer		Date	
Signature			
Additional Comments			

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