



**ELITE EDUCATION
INSTITUTE**

CRICOS Provider Code: 03390A

STUDENT COMPLAINT FORM

Student Details: (please enter details as to how we can contact you for the duration of this complaint)

Given name/s:

Surname:

Course Name:

Admission Date:

Residential Address:

Email Address:

Mobile:

Contact Preference: (please specify if you have a preferred way or time to be contacted)

Student Status: (please tick the box below that describes your current enrolment status)

Potential student (*not enrolled, but seeking to enrol*)

Enrolled student Student ID Number

Complaint Type: (Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe it briefly)

Non-Academic Matters

Academic Matters

Student Support Services (course application and enrolment processes)

Education and Training Programs (course structure and content, quality of teaching and course delivery)

Facilities and Amenities classrooms/venue/grounds)

Assessment matters

General administration (fines and payments)

Attendance procedures (where relevant)

Perceived discrimination, unfairness and injustice

Recognition of Prior Learning (RPL applications)

Bullying, harassment

Student supervision (while in class, on vocational placement or practicum)

Use or misuse of personal information

Issues relating to authorship or intellectual property

Conduct of staff – non teaching staff

Conduct of teaching staff and/or other students

Other (please describe briefly)

Other (please describe briefly)

What are the details of your Complaint? - Provide a summary of your Complaint, include details such as the location, date, and time, and names of any people involved. Please attach any information or documentation you wish to have considered to support your Complaint.

What have you done so far to resolve your Complaint? - Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.

What do you think needs to be done to address your Complaint?
Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.

Information about Complaints:

Students must read the Elite Education Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find Elite Education Student Complaints and Appeals Policy and Procedure under 'Policies' on ee.edu.au website or you can contact the Student Services Manager to discuss the complaint process.

Declaration:

I understand that in making this Complaint;

- I have read Elite Education Student Complaints and Appeals Policy and Procedure,
- my Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: _____ Date: ___/___/___

Where to lodge your completed Complaint Form:

Please submit your completed Complaint Form and any supporting documentation in person directly at Elite Education Institute.

Office Use Only

Received by:

Date Received:

File Number: