

FR5.2

Complaint Form

This form is to be used if a student wishes to make a formal complaint under Open Colleges' (OC) formal Complaint & Appeal Policy (P05.2). Students should ensure they have read and understood that policy in advance of submitting this form.

Prior to submitting a complaint, students are encouraged to raise their concern, feedback or issues with the Student Support (studentsupport@opencolleges.edu.au) first as this may provide for a timelier resolution of the issue.

STUDENT DETAILS

Name:

Enrolment Number:

Course:

Email:

Phone:

COMPLAINT DETAILS

Please provide a detailed outline of your complaint, being as specific as possible (including any names, dates etc.). You should provide any relevant documentation to support your complaint.

DETAILS OF COMPLAINT

DESIRED OUTCOME SOUGHT

OC will endeavour to investigate and provide an outcome within 20 business days.

DECLARATION

I declare that the information I have provided is correct and complete.

Signature:

Date:

Please return to the Student Resolutions team via email to complaints@opencolleges.edu.au