

## Student Complaints Form

In Melbourne to be submitted to [complaints@cambridgecollege.com.au](mailto:complaints@cambridgecollege.com.au) or in person at 108 Lonsdale St. Melbourne VIC 3000, In Perth to be submitted to [reception.wa@cambridgecollege.com.au](mailto:reception.wa@cambridgecollege.com.au) or in person at 297 Hay Street, East Perth 6004.

Note: Before completing this form, please read the information on the Complaints and Appeal Policy and Procedures on the Cambridge International Website at <http://vet.cambridgecollege.com.au/policy-library/>

Student Name:  Student ID:

Address:

Phone Number:  Date:

Email:  @cic.edu.au

Tick the box related to your complaint:

Teaching and Learning  Resources and Facilities  Staff Member

Other (Please Specify)

Describe the nature of the complaint. Attach any relevant evidence:

Describe any efforts made to resolve the issue:

Student Signature:  Date:

Office Use Only

Detailed Action Taken:

Response / Outcome sent to

student:  Yes  No

Date:

Complaint  
handled by:

Note: Please send completed form and outcome letter send to the student and also any other supporting evidence to the Quality Assurance Manager within 2 working days of resolution.

Complaint handler: Signature

Date:

Data uploaded and filing date: