

Student Complaint Form



BEFORE COMPLETING THIS FORM:

Students must read the Western Sydney University International College Student Complaint Handling, Appeals and Resolution Policy before completing and lodging this form. The policy can be accessed on the website under 'About Us/Policies and Procedures' or you can contact the Student Services Team to discuss the complaint process.

SUBMITTING THIS FORM:

Students must email the completed Complaint Form and any supporting documentation to WSUIC-Complaint@westernsydney.edu.au OR hand it in to Student Services.

Part 1: Student Details

Please enter details as to how we can contact you for the duration of this complaint			
Given/First Name:			
Last Name/Surname:			
Postal Address (in Australia)			
Postal Address (in home country)			
Email address 1:			
Email address 2:			
Mobile Phone Number:			
Preferred way to be contacted:	<input type="checkbox"/> By Post	<input type="checkbox"/> By Email	<input type="checkbox"/> By Mobile Phone

Please tick the box below that describes your current enrolment status at WSU International College			
<input type="checkbox"/> ENROLLED STUDENT			
Student ID:			
Program:	<input type="checkbox"/> Diploma in ICT	<input type="checkbox"/> Diploma in Business	
<input type="checkbox"/> POTENTIAL STUDENT (not enrolled but applying to enrol)			

Part 2: Complaint Details

Please tick the box that best describes your complaint.	
<input type="checkbox"/> Academic matters	<input type="checkbox"/> Student Support Services
<input type="checkbox"/> Personal safety and security	<input type="checkbox"/> College/campus facilities
<input type="checkbox"/> IT provisions (hardware/equipment)	<input type="checkbox"/> IT provisions (applications, e.g. Moodle, Student Management System)

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<input type="checkbox"/> Fees	<input type="checkbox"/> Marketing
<input type="checkbox"/> Administration services	<input type="checkbox"/> Enrolments
<input type="checkbox"/> General complaints, describe briefly: 	

Provide a summary of your complaint including details such as location, date, time, names of people involved. Attach any associated information/documentation you wish to be considered to support your complaint.

What have you done to resolve your complaint? Provide any information on steps/actions you have taken to try to resolve the issue.

What do you think needs to be done to address/resolve your complaint?

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Part 3: Student Declaration

<input type="checkbox"/> I declare that to the best of my knowledge the information supplied on this form is correct and complete.	
Student's signature:	
Date submitted:	

Part 4: For Student Services Use Only

Full Name of Student Services Staff who received this form:		
Date form was received:		
Date form was forwarded to the relevant Manager/Officer:		
<input type="checkbox"/> Student was sent an email notification to acknowledge receipt of this form	Date email notification sent to student:	
The complaint must be recorded on the WSUIC Complaints Register.		
A copy of the this form must be saved on the WSUIC share drive (06 Student Services\04 Student Complaint Forms)		