

Complaint Form

About this Form:

If you believe that your learning experience with Open Colleges fails to meet your expectations, you may raise your concerns with the Student Support team on 1300 650 011, by email at studentsupport@opencolleges.edu.au or through OpenSpace. Your issue will be addressed by a Student Support Officer in accordance with the informal Student Issue Procedure (PR4.8).

Alternatively, if you wish to formally engage in Open Colleges complaints process, you may submit a complaint by completing the following form. Open Colleges' Complaints Procedure (PR7.1) outlines the process and timeframes for the investigation.

As outlined in Open Colleges' Complaints Policy (PO7), we are committed to ensuring all complaints are investigated fairly and promptly by the Student Resolutions Team.

Completing this Form

Please complete all fields in this form. You may wish to attach additional information to support your Complaint.

Submitting this Form

Please submit this completed form to the Student Resolutions Team by email at complaints@opencolleges.edu.au

About you

First Name	Click here to enter text.	Surname	Click here to enter text.
Student Number	Click here to enter text.	Date	Click here to enter text.

Have you submitted an Issue with Student Support?	<input type="checkbox"/> No.
	<input type="checkbox"/> Yes. Please provide Case Number:Click here to enter text.

Please provide a detailed outline of your complaint.

Please be as specific as possible, including any relevant names, dates and times.
You may wish to attach additional documentation.

How would you like Open Colleges' to resolve your complaint?

How can we improve this document?

If you can identify opportunities for us to improve this document, please email improvements@opencolleges.edu.au. This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.