

FR.7.1 Complaint Form

Open Colleges seeks open and honest feedback from students throughout their studies. We encourage you to share your learning experiences even when we have not met expectations. While considering your issue we will be consistent, transparent, objective and unbiased.

Please complete all the fields in this form and attach additional documentation should you wish. At all times we will treat you with respect and fairness.

Given Name _____ **Family name** _____
Student Number _____ **Course name** _____
Email _____ **Mobile** _____

What does your complaint pertain to?

Enrolment Course materials Technology issue Other
Financial Student support Trainer support

Please provide details of your complaint, include names, dates and times where possible.

What is the outcome do you hope to achieve?

We will investigate and consult with all relevant parties for advice, in order to reach a resolution. Open Colleges will always communicate the outcome of our investigation and resolution offer in writing.

Once this form is completed, please email to studentsupport@opencolleges.edu.au or fax to +61 2 8205 2905

Policies and Procedures

For further information please refer to our *Complaints Policy, Complaint Procedures and Student Code of Conduct* located on our website.

Signature _____ **Date** ____/____/____