

Student Complaints and Appeals Form

Before lodging a formal complaint about a decision made by a staff member, products or services provided by Primus English, students are requested to carefully read the Institute’s Complaints and Appeals Policy. Copies of this Policy are available from the Student Administration Office and the website www.eprimus.com.au.

Please do not complete this form unless every effort has been made to resolve the complaint through informal processes.

Completed Student Complaints and Appeals forms should be submitted, within 20 working days, to the Student Administration Office, or posted to:

The Principal Administrator, Primus English, Level 3, 123 Lonsdale Street, Melbourne, Victoria, 3000 Australia

STUDENT ID	Course Code:	
	Course Name:	
Mr/Mrs/Ms	Surname or Family Name	Other or Given Names
Address		
Contact Phone Numbers		Email
<p>1. Describe your complaint or appeal (Include dates, time and other people involved if appropriate)</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>		

ADD EXTRA SHEETS IF NECESSARY

2. What have you done to resolve the complaint?

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3. What would you like to see happen as a result of this complaint?

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Student Signature: _____

Date: ____/____/____

Signature Principal Executive Officer: _____

Date: ____/____/____

Office Use Only

<i>Date Received</i>	<i>Date Resolved</i>	<i>Student Number</i>	<i>Investigators</i>