

International Students Complaint Form

To make a formal complaint to The Healey International College, please complete the form. The College will respond to your complaint in accordance with *International Students Complaints and Appeals Policy and Procedures or Complaints and Grievances Policy*.

A. Student Details	
Course Enrolled in:	
Student Number:	USI :
Given/First name:	Family name:
Address:	Post Code:
Contact Phone:	Mobile:
Emergency Contact:	Email:

B. Complainant's Category

- Student
- Parent
- Carer
- Family member
- Educator
- Staff member
- Other _____

C. About your complaint

Describe your complaint and include the following:

- Describe the situation and/or your concerns
- Include key dates and times, such as when the incident occurred
- If known, include the names of College staff involved
- Details of any telephone conversations or emails
- and other information that you think is relevant to your complaint

Attach extra pages as required including copies of supporting documents relevant to your complaint.



D. What action would you like to see as a result of your complaint?

E. What actions have you already taken?

Have you raised your complaint with the Wellbeing Mentor, Year leave Coordinator, International Student Coordinator, Head of College or Classroom teacher and attempted to resolve your complaint informally? If yes, what was the outcome?

If no, was there a particular reason?

Yes No

Signature of Applicant : _____ Date: _____

F. Forward completed form to:

Principal

Address: Suite 4A, 3972 Pacific Highway, Loganholme, Queensland, 4129, Australia

Email: info@thehealeycollege.com.au

G. Privacy Statement

The Healey International College has an information privacy policy and handles personal information in accordance with the College's Privacy statement.