

# Student Complaint Form

This Complaint Form must be lodged directly to Student Services.

| A YOUR PERSONAL DETAILS |             |
|-------------------------|-------------|
| Family Name:            |             |
| Given Name(s):          |             |
| Course Name:            | Student ID: |
| Contact Phone:          | USI::       |
| Email:                  |             |
| B COMPLAINT INFORMATION |             |

**NOTE**

- Students are encouraged to solve any complaint directly through discussion in the first instance. If this does not provide the solution to the problem, then the formal complaints procedure is to be followed.

**I request the Institute to address the following issue:**

- Academic     Financial     Personal     Procedural     Other \_\_\_\_\_

Department of Issue (If appropriate): \_\_\_\_\_

(Date & Time): \_\_\_\_\_

Briefly describe the issue:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Attach separate sheet if required)

| C STUDENT DECLARATION |  |
|-----------------------|--|
|-----------------------|--|

- I declare that the information given is true and accurate to the best of my knowledge and I have not wilfully suppressed any information.
- I understand that if there are any changes to the information provided by me in this form, I would notify Gurkhas Institute immediately and in the event that I fail to do so, I will be liable for any additional costs incurred.

\_\_\_\_\_  
**Signature of Student**

\_\_\_\_\_  
**Date**

| OFFICE USE ONLY           |       |
|---------------------------|-------|
| Person receiving complain | Date: |
| Signature                 |       |
| Expected resolution date  |       |