

Northwood International College

International Students Complaint and Appeal Form

To make a formal complaint to Northwood 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:

Is it a Complaint or Appeal	☐ Complain
	☐ Appeal (a grievance against a decision)

B. Complainant's Category

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

C. About your complaint or Appeal

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.

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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 not, was there a particular reason?

☐ Yes

☐ No

F. Student Declaration:

I, hereby declare that all the information provided in this form is true and correct.

Signature of Applicant : _____ Date: _____

G. Forward completed form to:

Principal

Address: Unit 6B,137 George Street, Beenleigh QLD, 4207

Email: ceo.northwoodcollege@gmail.com

H. Privacy Statement

Northwood International College protects the student's information according to College's policy and procedures.

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I. For Office Use Only

Issue Resolved: ☐ Yes ☐ No

Signature of CEO : _____

Date: _____