

Form checked, scanned, MAZE code (CA11) entered by: SAS-MEMBER

Name: _____ Date: _____

Request received: By student in person

By email

COMPLAINT FORM

OUTCOME/REPLY : will be emailed within 10 working days from date of receipt of a complete application

Submit your application in person or by email: studentservices@edithcowancollege.edu.au

Use this form for	Submitting a complaint about a non-academic related incident/matter	
Do not use this form for	Wanting to make a formal complaint	Please complete the "Complaint" form
	Appealing an Exclusion/termination (for poor progression, attendance or fees), appealing and Academic Misconduct or appealing a rejected/unsuccessful application	Please complete the "Appeal Request" form
	Appealing a rejected/unsuccessful Appeal Stage 3	You need to appeal ECC's outcome externally. Please refer to Stage 4 of the ECC Complaints and Appeals Policy (www.edithcowancollege.edu.au/policies).
	Formally appealing your final mark/grade (unit result) or appealing an Academic Misconduct	Please complete the "Appeal of Assessment-Final Results" form

MY DETAILS

Student ID:		Date of Birth:	DD / MM / YYYY
Given Name(s):		Email Address:	
Family Name:		Telephone Number:	
I am under 18 years of age:	<input type="checkbox"/> No <input type="checkbox"/> Yes	If yes, please attach written evidence of your parent/guardian approving this request	

MY COMPLAINT

<input type="checkbox"/>	Dissatisfied with the interaction with an ECC representative
<input type="checkbox"/>	Dissatisfied with campus access and/or facilities
<input type="checkbox"/>	Other

MY EVIDENCE and ATTACHMENTS

- I attach the outcome of my informal complaint
- I attach my personal statement describing my complaint
- I attach supporting evidence

MY RESPONSIBILITIES (applies to international students only)

By ticking these boxes I declare that I understand my responsibilities.

- | | |
|--------------------------|--|
| <input type="checkbox"/> | I must continue to attend class until I have been notified of the outcome of this application and continue to meet my visa obligations and conditions. I have read this link referring to visa conditions and understand how it applies to my visa: www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students |
| <input type="checkbox"/> | It is my responsibility to update the Department of Home Affairs (www.homeaffairs.gov.au) and check how long I can stay in Australia from my last day of study. |



MY RESPONSIBILITIES (applies to international and local students)

By ticking these boxes I declare that I understand my responsibilities.

- | | |
|--------------------------|--|
| <input type="checkbox"/> | If I do not state a reason and I do not provide suitable supporting evidence, my request might be deemed incomplete and will not be processed. |
| <input type="checkbox"/> | If I have outstanding fees I understand I must clear all my debt (unpaid fees) as soon as this application is approved, otherwise ECC has the right to take legal action to recoup the debt owing. |
| <input type="checkbox"/> | I must meet my study (and if applicable student visa) obligations, continue to attend classes in my current course, and wait for an email giving me instructions on the outcome of this application. |
| <input type="checkbox"/> | Any refund entitlement on the current enrolment is based on the date of submission of the form and the evidence. |
| <input type="checkbox"/> | Academic penalties may apply dependent on the date of successfully submitting this request. |
| <input type="checkbox"/> | I have read the following policies (www.edithcowancollege.edu.au/policies): <ul style="list-style-type: none">• Enrolment Policy• Refunds Policy• FEE-HELP Review Procedure (students on FEE-HELP only)• Tuition Fees and Charges Policy• Complaints and Appeals Policy |



MY RIGHTS

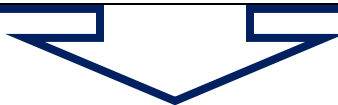
If my request is successful and affects my enrolment, I have the right to receive my relevant study reports on original ECC paper and my marks and grades for the current enrolment will be processed as per this table.

Withdrawal Summary			
ELICOS	Diploma	PQP	Enrolment Recorded
Before end of Week 1	Before end of Week 4		No
From Monday of Week 2	Week 5 to end of Week 10		Yes
	From Monday of Week 11		Yes
Grade on Transcript			
No			
W = Withdrawn			
N = Fail			

Please refer to ECC's Refunds Policy for financial penalties. www.edithcowancollege.edu.au/policies

I'm entitled to a reply/outcome within the given timeframes as stated in ECC's *Complaints and Appeals Policy*.

If my application is unsuccessful, I'm entitled to follow the appeal process as stated in ECC's *Complaints and Appeals Policy*.



Further Information is available at:

- Department of Home Affairs Assessment Factors and Simplified Streamlined Visa Processing Framework (SSVF) – www.homeaffairs.gov.au
- Overseas Students Ombudsman publications: www.ombudsman.gov.au/about/overseas-students/oso-publications#for_students
- ECC Policies - <http://www.edithcowancollege.edu.au/policies>

ECC contact details:

- ECC Student and Academic Services email: studentservices@edithcowancollege.edu.au
- ECC Student and Academic Services phone: +61 8 6279 1100

I further declare that all the information I have given in this form and all supporting documents I have provided are true and correct.	Signature:	
	Date:	DD / MM / YYYY

ECC OFFICE USE ONLY

ECC Representative Declaration

I declare that all pertinent information has been provided to the student. This form and included supporting documents have been checked carefully and certified myself before being stamped, scanned and lodged.

Special comments for consideration:

SAS Team member signature:		Date:	/ /
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