

Form checked, scanned, code (FC11) entered by ECC staff:

Name: _____ Date: _____

Request received: By student in person ☐

By email ☐

FORMAL COMPLAINT

OUTCOME/REPLY : will be emailed within 30 calendar days from date of receipt of a complete application

Submit your application in person or by email: justask@ecc.edu.au

Use this form for	Submitting a complaint about an administrative related incident/matter (i.e. unsuccessful request for a payment plan; unsatisfactory customer service interaction; other unsatisfactory administrative outcome)	
Do <u>not</u> use this form for	Requesting a formal review of an unsuccessful request for credit and Recognition of Prior Learning (RPL)	Please complete the "Formal Review" form
	Requesting a formal review of a grade/result for an assessment, examination or final result	
	Requesting a formal review of a Notice of Intention to Exclude due to poor academic progress	
	Appealing an unsuccessful application to withdraw, defer or transfer provider	Please complete the "Student Appeal" form
	Appealing a rejected/unsuccessful Student Appeal	You need to appeal ECC's outcome externally. Please refer to the Student Appeals Policy and Procedure (www.edithcowancollege.edu.au/policies).

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

Description of the outcome, incident, decision by ECC I am making a formal complaint about (for example: dissatisfied with the outcome of a payment plan request; unsatisfactory customer service interaction; or similar)

MY EVIDENCE and ATTACHMENTS

- ☐ I attach the outcome of my informal complaint (copy of email conversations)
- ☐ I attach my personal statement describing my complaint
- ☐ I attach evidence to support my statement

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 obligations, continue to attend classes in my current course, and wait for a notification giving me instructions on the outcome of this application. |
| <input type="checkbox"/> | I have read the following policies (www.edithcowancollege.edu.au/policies): <ul style="list-style-type: none">• Enrolment Policy and Procedure• Refunds Policy• FEE-HELP Review Procedure (students on FEE-HELP only)• Student Complaints Policy and Procedure• Tuition Fees and Charges Policy |

IMPACT ON MY CURRENT ENROLMENT WITH ECC

In the event of my appeal being successful, and my appeal affects my current enrolment with ECC, the date of my original application will be considered, impacting my current enrolment as follows (select if applicable):

- | | |
|--------------------------|--|
| <input type="checkbox"/> | (original application submitted BEFORE Friday of Week 4): I understand my current unit selection will be cancelled, and these units will NOT appear on my academic records. |
| <input type="checkbox"/> | (original application submitted AFTER Friday of Week 4): I understand I am not entitled to a refund for the units I am currently registered in. |
| <input type="checkbox"/> | (original application submitted AFTER Friday of Week 4 and BEFORE Friday of Week 10): I understand my current units will appear on my academic records with a grade of withdrawn, and they will NOT impact my academic status. |
| <input type="checkbox"/> | (original application submitted AFTER Friday of Week 10): I understand my current units will appear on my academic records with a grade of fail, and they will impact my academic status. |

MY RIGHTS

I'm entitled to a reply/outcome within 30 calendar days, as stated in ECC's *Student Complaints Policy* and *Student Complaints Procedure*.

If my application is unsuccessful, the avenue of pursuing a Student Appeal is available to me, as per ECC's *Student Appeals Policy* and *Student Appeals Procedure* (<https://www.edithcowancollege.edu.au/policies>).



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: justask@ecc.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:	(No signature required if you send this application using your ECC student Gmail account)
	Date:	DD / MM / YYYY