

First, Students should attempt, to resolve their concern by using a direct and informal approach to the individual concerned wherever possible.

If it is not possible to resolve your complaint in this manner you should complete Section A and B below and attach all relevant supporting documents and click "submit" at the bottom of the form.

ECA will respect your privacy and ensure your safety, but if the complaint relates to another individual, that person has to be informed of the complaint, provided with a copy of all relevant documentation, and asked to response to your allegations and concerns.

Your complaint will be dealt with in accordance with ECA policies and procedures.

SECTION A: STUDENT DETAILS

Student Number (ID):

Family Name:

Given Name:

ECA Campus:

Course:

Permanent Postal Address

Where you can be reached at any time of the year

Street Number and Name:

Suburb:

Town/City:

Country:

Telephone:

Email:

Cell Phone:

SECTION B: DETAILS OF YOUR COMPLAINT

Who are you complaining about:

Date/s of the incident/s:

Location of the incident/s:

Main concern/complaint:

Name of possible witnesses:

DESCRIBE YOUR COMPLAINT

WHAT STEPS HAVE YOU TAKEN TO RESOLVE YOUR COMPLAINT?

WHAT IS YOUR DESIRED OUTCOME?

Please attach the supporting documents. (May include official documents, copies of emails, witness statements.)

ECA is committed to protecting the privacy of all people involved in the managing and processing of this Form and Complaint and will act in accordance with its legislative and regulatory requirements.

SECTION C: DECLARATION

I declare that to the best of my knowledge the information supplied on this form is correct and complete, and I agree to abide by the regulations of ECA College.

Student Signature _____

Date: _____