

Formal Complaint Form

Complete this form if you have a concern about ECC's services or administration. Please consult the [Complaints Policy](#) and [Complaints Procedures](#) before completing and submitting this form.

While principles of confidentiality are observed in handling complaints, the disclosure of personal or identifying information to relevant staff will generally be necessary in responding to your Complaint.

Formal Complaint Forms can be handed in at the Welcome Centre or emailed to concerns@ecc.edu.au

MONITOR YOUR ECC STUDENT EMAIL FOR ALL CORRESPONDENCE RELATED TO THIS PROCESS

Student Details

Family Name:

Given Name:

ECC Student ID:

Mobile Number:

Current ECC Course:

Formal Complaint Details

I am lodging a Formal Complaint regarding: *(enter detailed information here or attach a separate statement)*

The outcome I hope to receive is: *(how you want your Formal Complaint to be resolved)*

Informal Complaint

I have tried to resolve my concern informally by:

Date:

Communicating with ECC staff member (name):

Outcome:

Evidence

Please list the evidence you have attached to support your Formal Complaint

Formal Complaint Form

Declaration

I declare that the information I have provided in this form and in all supporting documents is true and correct.

I have read the [Complaints Policy](#) and the [Complaints Procedures](#). I understand the application may be returned to me if it does not meet the requirements for a Formal Complaint

Applicant signature

Date

If form is submitted via the student's ECC email address, a signature is not required

Formal Complaint Outcome (ECC Staff to complete)

Successful

Staff Name

Unsuccessful

Form Received Date

The reason for this outcome is: