



## Higher Education Student Complaint Form

Before lodging a formal complaint, please ensure that you have followed Stage 1 of the student complaints procedure.

**Completed Student Complaint Forms are to be sent to:**

Manager, Student Resolutions  
Kaplan Professional Education  
Level 12, 45 Clarence Street  
Sydney NSW 2000  
Email: [studentadviser@kaplan.edu.au](mailto:studentadviser@kaplan.edu.au)

Personal Information			
Student ID			
Name:			
Address:			
E-mail:			
Phone (Work):		Phone (Mobile):	
Qualification:			
Subject (if relevant):			
Study Period (if relevant):			
Describe your complaint:			
Have you tried to resolve this issue informally?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide a brief summary below:			
List or briefly outline any new evidence to be provided:			
Please specify the outcome you are seeking:			
Signed (Student):		Date:	

# Complaints Process

Kaplan uses the following procedure to deal with the investigation and resolution of student complaints.

