



Student Complaint Form

Before lodging a formal complaint, please ensure that you have followed Stage 1 of the student complaints procedure, as outlined in the Grievances, Complaints and Appeals Policy.

This completed form and any supporting documentation must be submitted **within 10 working days of the incident to:**

Manager, Customer Resolutions
Kaplan Professional
Level 12, 45 Clarence Street
Sydney NSW 2000
Email: studentadviser@kaplan.edu.au

| Personal Information | | | |
|--|--|-----------------|--|
| Student ID | | | |
| Name: | | | |
| Address: | | | |
| E-mail: | | | |
| Phone (Work): | | Phone (Mobile): | |
| Qualification: | | | |
| Subject: | | | |
| 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: | |