

Cass Training Pty Ltd t/a Cass Training International College (CTIC)

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## **STUDENT COMPLAINT FORM**

All questions must be answered and details filled in, if not applicable please mark N/A.

Email to admissions@casstraining.com.au or info@casstraining.com.au

| STUDENT DETAILS                                      |      |        |               |   |
|--|------|--------|---------------|---|
| Full Name  |      |        | Student ID No | 0 |
| Address  |      |        |               |   |
| E-mail Address                                       |      |        | Mobile        |   |
| AGENT DETAILS  |      |        |               |   |
| Do you have an ag                                    | ent? | Yes No |               |   |
| Agent's Name   |      |        |               |   |
| STUDENT COMPLAINT/ GRIEVANCE/ APPEAL/ PROBLEM/ ISSUE |      |        |               |   |
|  |      |        |               |   |
| SUGGESTED SOLUTION (if applicable):                  |      |        |               |   |
|  |      |        |               |   |
| OFFICE USE ONLY                                      |      |        |               |   |
| Action/s to be taken:                                |      |        |               |   |
| By whom  |      |        | By when       |   |
| Authorised by  |      | ,      |               |   |
| AGREED ACTION COMPLETED AND EFFECTIVE                |      |        |               |   |
| Resolved   | Yes  | □No    |               |   |
| Student notified                                     | Yes  | □No    | Date          |   |
| Signed off by  |      |        | Date          |   |