



Complaint/Appeal Form

1. Instructions

For Windsor College to formally lodge your complaints or appeals and to seek for resolution in a fair and timely manner, please follow the instructions below:

1. Fill this form using a black or blue coloured pen and write in block letters only.
2. Lodge this form in person or by post addressing it to the Campus Manager.
3. Attach all the supporting documents.
4. Please provide as much information as possible and attach extra sheet if required.

Indicate the purpose of using this form by ticking ONE of the following boxes:

Complaint

Initial notification of an issue that has occurred

Appeal

An appeal against a decision that has been made by Windsor

Date of submission _____

Name of student making complaint/appeal _____

Address _____

Mobile _____ Email _____

2. Detailed Description: (Include details of incident, dates and personnel involved)

Student's Signature _____

Date _____

Note

Once this form is completed and received by Windsor staff, the resolution period will begin within 10 working days.

Windsor will endeavour to conclude the process within reasonable timeframe.

Under usual circumstances, Windsor will seek to resolve complaints and appeals within 20 working days.

For office use only

Date received _____

Detail entered into complaints and appeals logbook Yes

No

Staff Signature _____

Staff Name _____