

## COMPLAINT FORM

This form is intended to help you define what your concern is and tell us the actions you have taken to try and resolve it. It will also guide you in the types of information needed to support your complaint.

### 1 Your Details

First name:	Family name:
Address:	
Contact number:	Email address:
<input type="checkbox"/> Please tick this box if you are under 18 years of age* <i>* If the matter involves legal issues, we will need to include your guardian/parent.</i>	
<input type="checkbox"/> student ( <i>student number</i> ):	
<input type="checkbox"/> Domestic student / <input type="checkbox"/> International student	

### 2 Concern Category

<input type="checkbox"/> Student Marketing or Administration <i>ie Marketing, Education Agents, Enrolment, Fees etc.</i>	<input type="checkbox"/> Student Services
<input type="checkbox"/> Learning or library resources <i>Note: If you have concern relating to an OIHE Academic matter please use the OIHE Internal Appeal Application Form.</i>	<input type="checkbox"/> Staff or Student behaviour
<input type="checkbox"/> ICT <i>ie equipment, services, computer labs etc.</i>	<input type="checkbox"/> Security/Facilities
<input type="checkbox"/> Privacy	<input type="checkbox"/> Other: <i>details</i>

### 3 Details of your concern

**Clearly set out the details of your concern.** Please include background information, dates, times, names, location etc.

**What steps have you already taken?** List any steps you have already taken, including who you spoke to. If you have not tried to resolve the matter informally, please explain why:

**What evidence do you have to support your concern?** List and attach any evidence you have including relevant correspondence, emails, media, images or documents.

**Briefly state the outcome or actions that you would like Ozford to take**

Please forward your completed form with any supporting documents by email to [info@ozford.edu.au](mailto:info@ozford.edu.au)