

COMPLAINT FORM (FOR ALL STAGE 2 COMPLAINTS)

A Stage 2 complaint form should be completed:

- i. if, having pursued the matter informally, you feelthere are reasonable grounds for dissatisfaction; or
- ii. if there are circumstances where it is appropriate to progress directly to stage 2 (see the Complaints Procedure).

SECTION A
Full Name:
ID Number (if applicable)
School of Study
Course
Year of Study
Contact Email
Address
Contact Address
Daytime telephone no.
SECTION B
Summary of the key points of your complaint:

Summary of the steps already taken to address your complaint (or the reasons why inform	al steps have not been taken):
Reasonable steps you would wish to see taken to resolve your complaint:	
Signed:	Dated:
Please submit the following documents with this form:	
Copies of relevant letters, e-mails, notes and other supporting documentation	
 A list of the key events in date order 	