

Complaints Handling Form

Princeton International College is committed to managing complaints in a fair, transparent, confidential and timely manner in accordance with the Complaints Handling Policy and Procedure and Appeals Handling Policy and Procedure.

Students may access support services or bring a support person during complaint meetings where required.

Surname:		Title:	
First Given Name:			
Date of Birth:		Student ID (if applicable)	
Course title:			
Date of occurrence:			
Nature of Complaint:			
Complaint Category (Tick where applicable)	☐ Academic / Assessment ☐ Trainer / Staff Conduct ☐ Student Behaviour ☐ Fees and Refunds ☐ Course Progress / Attendance ☐ Student Support / Welfare		

	☐ Discrimination / Harassment ☐ Facilities / Resources ☐ Education Agent ☐ Administrative Issue ☐ Other
Occurrences leading up to this submission: (Please provide details of the complaint, including dates, events, persons involved and any supporting information)	
What outcome or resolution are you seeking?	
Do you have any suggestions or recommendations that may help Princeton International College improve its services or avoid similar situations in the future?	

Supporting Documents Attached (if applicable)

- ☐ Emails
- ☐ Screenshots
- ☐ Medical Documents
- ☐ Assessment Evidence
- ☐ Written Statements
- ☐ Other: _____

Privacy and Confidentiality

Princeton International College manages complaints confidentially and in accordance with privacy and confidentiality requirements. Information collected through this form will only be used for the purpose of assessing, investigating and resolving the complaint.

Student Declaration

I declare that the information provided within this form is true and correct to the best of my knowledge.

I understand that Princeton International College will assess this complaint in accordance with the Complaints Handling Policy and Procedure and Appeals Handling Policy and Procedure.

Student Signature: _____

Date: ____ / ____ / ____

Princeton International College – Office Use Only

Complaint Received By: _____

Position: _____

Date Received: _____

Complaint Reference No: _____

Action Taken / Investigation Summary:

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Outcome:

- ☐ Resolved
☐ Pending
☐ Escalated
☐ Referred to Appeals Process

Outcome Communicated to Student:

- ☐ Yes
☐ No
 Continuous Improvement Register Reference (if applicable): _____

Follow-Up Required By:

Signature: _____

Date Closed: ____ / ____ / ____

If the student is dissatisfied with the complaint outcome, they may access Princeton International College's Appeals Handling Policy and Procedure. Nothing within this process removes the student's right to take action under Australia's consumer protection laws.