

# COMPLAINT FORM

## INFORMATION FOR STUDENTS

Before lodging a formal complaint, please ensure that you have followed Stage 1 of the Grievances and Complaints Process available in the Grievances, Complaints and Appeals Handling Policy found here: <https://www.kbs.edu.au/complaints-and-appeals>

**USE BLOCK LETTERS WHEN COMPLETING THIS FORM AND PLEASE KEEP A COPY.**

### STUDENT DETAILS

Title <input type="checkbox"/> Mr <input type="checkbox"/> Ms <input type="checkbox"/> Other (please specify):		Please tick as appropriate <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Unspecified	
Family name		Given name(s)	
Date of birth (dd/mm/yyyy)	Student ID		
Telephone (home/mobile)			
E-mail			
Full address			
Suburb	State		
Postcode	Country		

### COMPLAINT DETAILS

Provide the following information (attach additional pages if required):

Course:	
Subject (if applicable):	Trimester (if applicable):
Reason for Complaint:	

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Supporting Evidence (including evidence of attempts to resolve the complaint such as emails, examples, dates, times, etc):

Outcome sought:

Student signature

Date (dd/mm/yyyy)

**Forward completed form and supporting documentation to the Registrar at [registrar@kbs.edu.au](mailto:registrar@kbs.edu.au)**

## OFFICE USE ONLY

Received by

Form received date (dd/mm/yyyy)

Processed by

Form processed date (dd/mm/yyyy)

**Privacy:** Kaplan Business School collects personal information about you for the purposes of administering your enrolment in your chosen education course(s) or program(s) of study. We may not be able to process your request if you do not provide all of the information requested on this form. We may disclose personal information about you in accordance with our **Privacy Policy** including to your education agent, and to the Australian government as required or authorised by law. Our Privacy Policy contains detailed information about how you can access and correct the personal information we hold about you, or make a privacy complaint. You may contact the Privacy Officer at [privacy@kaplan.edu.au](mailto:privacy@kaplan.edu.au) for more information.

Return this form to your Kaplan Business School Student Experience Team:

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