



STUDENT COMPLAINT FORM

To formally lodge a complaint or appeal, please complete the following form and submit to hello@centreforu.com.au For any queries, call 1800 270 875.

You can remain anonymous; however this may limit the Centre's capacity to investigate and respond.

Please refer to our Complaints and Appeals policy that can be found [here](#). This will give you a full account of your rights and process that will be followed.

You will receive a written acknowledgment of this form within 5 business days. We aim to resolve Appeals within 30 business days of the submission date. You will be notified of any delays that impact on this timeframe.

Date	
Full name	
Best contact number	
Email	
How do you prefer to be contacted?	<input type="checkbox"/> Email <input type="checkbox"/> Phone
The Complaint	Please detail your concern in full, giving as much detail as possible. Please include: <ul style="list-style-type: none">- A brief description of the complaint- The steps you have taken to deal with it
Resolution	Please detail what you would like to happen to fix the problem and prevent it from happening again.

Policy #: CFU_TO_FO1_Student Complaint Form v2.0

Last edited: 30/03/2025

Authorised by: Chief Executive Officer

Next review date: 01/06/2025



	<p>What is your desired outcome?</p> <p><input type="checkbox"/> Apology <input type="checkbox"/> Explanation <input type="checkbox"/> Change</p> <p><input type="checkbox"/> Other <input type="checkbox"/> Other</p> <p>Please elaborate:</p> <p>Would you like to meet to discuss the complaint? Yes or no If No please say why?</p>
Declaration	I attest that the information above is true and correct. Signature:

Please note:

- If you are requesting a formal meeting, we encourage you to bring a representative and or support person with you if this will assist.
- You can withdraw a formal complaint at any time without prejudice.

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