



Student Complaint Form

- This form should be completed if you wish to submit a formal complaint to Sunshine Coast international College (SCIC).
- SCIC takes complaints seriously. Your complaint will be reviewed by the Academic Manager and the PEO.
- You are encouraged to include additional documentation to support your complaint, if possible.
- Please email this completed form (and any supporting documents) to studentservices@scic.nsw.edu.au
- Information about how complaints are managed can be found in SCIC's Complaints & Appeals Policy & Procedure available at www.scic.nsw.edu.au
- SCIC will normally finalise a complaint within 21 days from the date we receive it from you. If it takes longer, we will let you know and also give you reasons for any delay in finalising your complaint.

Student Details

Full name:

Address:

Phone:

Email:

Course:

Details of complaint

Nature of the complaint

☐ Course and/or assessment

☐ Breach of my student rights

☐ Complaint about a SCIC Staff Member

☐ SCIC failed to provide a service that I paid for

☐ Other - please specify:

Please explain the reason for your complaint. Include dates, names, issues, concerns etc.



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| If you are providing documents or evidence to support your complaint, what are you providing? | |
| What can SCIC do to resolve your complaint? | |
| Student Declaration | |
| <ul style="list-style-type: none">• I have written a clear outline of my complaint and how I want SCIC to resolve my complaint.• The information I have provided in this document is true and accurate.• I understand that complaints that are found to be intentionally misleading or made for the purposes of causing harm may result in disciplinary proceedings.• I understand that use of SCIC's Complaints & Appeals processes does not remove my right to take action under Australia's consumer protection laws. | |
| Name: | |
| Signature: | |
| Date: | |

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| OFFICE USE ONLY | |
| Date received: | |
| Date forwarded to Academic Manager: | |
| Position: | |
| Signature: | |
| Date: | |