

Edith Cowan University

Student/Public Complaint Form



Students please note: The Student Complaints Policy does not supersede appeal processes established under Statutes, Rules, or By-laws. **Students wishing to lodge a Result Appeal, Academic Progression Status Review, or Appeal to the Student Appeals Committee should refer to <http://intranet.ecu.edu.au/student/my-studies/exams-and-results/how-to-appeal> for steps and deadlines.**

While principles of confidentiality are observed in handling complaints, the **disclosure of personal or identifying information to relevant staff will generally be necessary in responding to your complaint.** For enquiries generally about complaint handling at ECU or regarding confidentiality please contact us on (61 8 6304 2199) or by email to complaints@ecu.edu.au

Name
Telephone
Student/Public

Email
Alternate Telephone
Student number (if applicable)

Details of your complaint

Information that you may wish to provide might include: a description of the incident or problem; details of any conversations or meetings regarding your concerns; or any details or copies of documents you think would help us to understand your complaint. Attach additional pages if needed. If you have not complained to a public agency before, you may wish to refer to the Student Complaints website <http://www.ecu.edu.au/complaints/student-complaints> or the public complaints website: <http://www.ecu.edu.au/complaints/public-complaints> for information about complaint handling at ECU.

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What you have done to resolve your complaint?

Matters of concern can often be resolved by contacting staff involved in service delivery or co-ordination directly. We acknowledge that not everyone may be able to raise concerns in this manner prior to lodging a complaint, but a telephone call to service staff will in most cases be sufficient or offer you a quick solution to your concerns at the first point of contact. If you feel upset, frustrated or angry, please try to stay calm and polite throughout the conversation. Staff will be doing their best to help resolve your concerns.

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What outcome do you expect from your complaint?

If you indicate that no response is required, your complaint will be recorded, and your concerns noted. If you have not provided your individual details, we will not be able to respond to you about your complaint. It will not always be possible to resolve a complaint to the complete satisfaction of a complainant, but you can expect that your complaint will be dealt with promptly and thoroughly.

☐ No Response Required ☐ Info/Explanation ☐ Review policy/practice etc ☐ Apology ☐ Action

Signature _____

Date _____

Your complaint can be completed electronically and lodged by email to complaints@ecu.edu.au. If you would like to post your complaint instead, reply-paid envelopes are available from Student Central. You can also post your complaint to: Senior Complaints, Compliance and Integrity Advisor, Strategic and Governance Services Centre, 270 Joondalup Drive, Joondalup, WA 6027.

Complaint Tracking

Complaint received by Strategic & Governance Services Centre _____ Complaint # _____ File No. SUB/ _____