



GLOBAL COLLEGE AUSTRALASIA

RTO No. 45088 CRICOS CODE: 03564F

Moore St Campus
21 Moore Street, East Perth, WA 6004
Wellington St Campus
176 Wellington Street, East Perth, WA 6004
General Enquiry: 1300 886 340
Marketing & Enrolment: 0448 465 445 **E-mail:** admissions@globalcollege.edu.au
Website: www.globalcollege.edu.au

COMPLAINTS LODGEMENT FORM

SECTION 1 - Personal Details

Student name		Student ID number	
Email		Tel/ Mobile	
Study course		Intake	

SECTION 2 - Complainant Declaration

I have read and understood the GLOBAL COLLEGE AUSTRALASIA Complaints Policy and I declare that the other party to the complaint may be contacted to resolve the issue. I agree that GLOBAL COLLEGE AUSTRALASIA may conduct independent evaluation checks and that I may be requested to submit further information upon request or attend a meeting to discuss this matter further.

The student may access GCA complaints policy anytime via <https://www.globalcollege.edu.au/wp-content/uploads/2023/08/COMPLAINTS-POLICY-V4.pdf>

Signature		Date	
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SECTION 3 – Complaint (Please tick the following areas to which your complaint relates)

- | | |
|-------------------------------------------------------|------------------------------------------------------|
| <input type="checkbox"/> Training Materials | <input type="checkbox"/> Services provided |
| <input type="checkbox"/> Training Facilities | <input type="checkbox"/> Personal conflict/Behaviour |
| <input type="checkbox"/> Training Content/information | <input type="checkbox"/> Discrimination |
| <input type="checkbox"/> Training Environment | <input type="checkbox"/> Victimization |
| <input type="checkbox"/> Training – Other | <input type="checkbox"/> Privacy Breach |
| <input type="checkbox"/> Other: | |

Does your complaint involve another person (e.g. Trainer/Assessor/other student)?

- Yes (Please provide their name) No

Name		Name	
Mobile		Mobile	
Email		Email	

SECTION 4 - Complaint Details

Please outline the nature/circumstances of your complaint:

What actions have you taken, to resolve this matter:





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What action/resolution would you like to see occur/implemented:

*****Admin Use Only**

<input type="checkbox"/> Complaint Form Received (Admin)	Initial		Date	
<input type="checkbox"/> Complaint Lodgement recorded (Register)	Initial		Date	
<input type="checkbox"/> Letter of Acknowledgement sent	Initial		Date	
<input type="checkbox"/> Complaint Forwarded to Management	Initial		Date	