

# Formal Complaint Form



This form is to be used by students who have a Formal Complaint and have been unable to resolve this through the informal complaint process as per the Student Complaints and Appeals Policy on [the GTNT Training website](#).

Please ensure you complete all requested information detailed in this form. If your contact details have changed, please complete the Change of Details form. This will enable staff at GTNT Training to address your Complaint in a timely manner. Failure to provide the requested information may result in a delay in processing your Complaint.

## SECTION 1 PERSONAL DETAILS

First Name

Surname

Student ID

Campus

Course

## SECTION 2: TYPE OF COMPLAINT

Formal Complaint

Non Academic Complaint

Academic Complaint

The Formal Complaint is related to the following:

Assessment

Operations/ Administration

Intention to Report/Cancel  
(nonpayment of fees, non-  
commencement or cessation of  
studies)

Course Content

Tuition Fees

Intention to  
Report/Cancel  
(academic non  
progression)

Physical or verbal abuse

Student eCoE issues

Other (please specific

Student Academic Progress

Racial/Sexual discrimination  
and or harassment

Quality of Course Delivery

# Formal Complaint Form



## SECTION 3: DETAILS OF COMPLAINT

Please complete the details surrounding the Complaint:

Date

Location

Please address each point individually, include the question when providing your answer and attach them to your application.

1. Summary of Events/Complaint
2. Actions that you would like taken by the College/Division

## SECTION 4: SUPPORTING DOCUMENTATION

Please select the type of supporting documentation that you have attached to this application.

Copies of emails

Other (please specify and attach documentation)

Statutory Declarations from

Witnesses Copies of letters

# Formal Complaint Form

---

---



## SECTION 5: DECLARATION

- I declare that to the best of my knowledge, the information I have supplied on this form is true and correct.
- I have read and understood the Student Complaints and Appeals Policy and other relevant GTNT policies If applicable
- I have attempted to resolve this Complaint informally and have attached the Informal Discussions sheet to this application

Student Signature

Date