



Higher Education Student Complaint Form

Before lodging a formal complaint please ensure that you have followed Stage 1 of the student complaints procedure.

Completed Student Complaint Forms are to be sent to:

Manager, Student Resolutions
Kaplan Professional Education
Level 4, 45 Clarence Street, Sydney, NSW 2000
Email: studentadviser@kaplan.edu.au

Student number: _____ Date: _____

Mr / Mrs / Ms etc. Surname or Family name: _____ Other or Given names: _____

Address: _____

Contact phone numbers: _____ Email: _____

Course enrolled in: _____

Subject enrolled in (if relevant): _____

Describe your complaint (include details, information etc.)

Have you tried to resolve this issue informally? **Yes / No** (please circle)

If **Yes**, please provide a brief summary of this process?

List or briefly outline any new evidence to be provided

Student signature: _____ Date: _____



Complaints Process

Kaplan uses the following procedure to deal with the investigation and resolution of student complaints.

