

## 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 BCA National website.

Please ensure you complete all requested information detailed in this form. This will enable staff at BCA National to address your Complaint in a timely manner.

Please forward a copy of the completed complaint form and supporting documentation to [mail@bcanational.com](mailto:mail@bcanational.com) or post to PO Box 568, Pyrmont, NSW, 2009.

### SECTION 1 | Your Personal Details

<b>Title</b> (please tick ONE box only): <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other _____			
<b>First Name</b>		<b>Middle Name</b>	
<b>Last Name</b>		<b>Preferred Name</b>	
<b>D.O.B.</b>	__/__/____	<b>Gender</b> (Please tick)	<input type="checkbox"/> Male <input type="checkbox"/> Female
<b>Student ID</b>			
<b>Collage</b>			
<b>Course</b>			

### SECTION 2 | Type of Complaint

<input type="checkbox"/> Academic Complaint
<input type="checkbox"/> The complaint was related to the following subject/unit/module
<input type="checkbox"/> Assessment
<input type="checkbox"/> Course content
<input type="checkbox"/> Intention to report/cancel ((academic non progression)
<input type="checkbox"/> Student Academic Progress
<input type="checkbox"/> Quality of Course Delivery
<input type="checkbox"/> Non Academic Complaint
<input type="checkbox"/> Operations/ Administration
<input type="checkbox"/> Tuition Fees
<input type="checkbox"/> Physical abuse
<input type="checkbox"/> Verbal abuse
<input type="checkbox"/> Student eCoE issues
<input type="checkbox"/> Racial/Sexual discrimination and or harassment
<input type="checkbox"/> Intention to Report/Cancel
<input type="checkbox"/> (Nonpayment of fees, non-commencement or cessation of studies
<input type="checkbox"/> Other (please specify)

**SECTION 3 | Details of the complaint****Please complete the details surrounding the Complaint**

Date:

Campus or location of incident/ event:

Name(s) of persons involved:

Please provide detail of your complaint.

What outcome are you seeking from BCA National to resolve this complaint?

**SECTION 4 | Supporting Documentation**

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

- Copies of emails / letters
- Statutory Declarations
- Other (please specify and attach documentation)

**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
- I have attempted to resolve this Complaint informally and have attached relevant informal discussion documentation to this Application
- If applicable I have attached my Change of Details form to this application

I hereby declare the information submitted on this form is current and accurate:

Signature

Date