

Formal Complaint Form

(Pathway Programs)



CRICOS code: 01312J

Complete this form if you have any concerns about services or administration offered by ECU Sri Lanka campus in relation to Foundation and Diploma programs. Please refer the [Complaint Policy](#) and [Complaints Procedures](#) before completing and submitting this form. While principles of confidentiality are observed in handling complaints, the disclosure of personal or identifying information relevant to staff will generally be necessary in responding to complaints.

Section A: Student Details – all fields and questions to be completed

Student ID			
Last Name			
First Name			
Contact Number		Email	
Program Name			

Section B: Complaint Details

I am lodging a Formal Complaint regarding: *(enter detailed information here or attach a separate statement)*

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The outcome I hope to receive is: *(how you want your Formal Complaint to be resolved)*

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Section C: Informal Complaint

I have tried to resolve my concern informally by talking to an ECUSL staff member: Yes No

Section D: Evidence *(Please list the evidence you have attached to support your Formal Complaint)*

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Section D: Declaration

I declare that the information I have provided in this form and in all supporting documents is true and correct. I have read the [Complaint Policy](#) and [Complaints Procedures](#). I understand that the application may be returned to me if it does not meet the requirements for a Formal Complaint.

Applicant Signature		Date	
Formal Complaint Outcome	<input type="checkbox"/> Successful	<input type="checkbox"/> Unsuccessful	
Complaint Handled by	Type Staff Name	Date	