

# Complaints Form

For details about submitting a Formal Complaint to Navitas English, please refer to the **Policy & Procedure - Complaints Handling and Appeals** available from Reception and on the Navitas English website.

## Details

Student Name:		Student ID:	
Email address:		Telephone:	
<i>Help provided by Navitas English staff member to submit complaint?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Staff Name:		Position:	
<i>Description of complaint:</i>			
<i>Accompanying evidence / documents:</i>			
Date submitted:			
<i>Manager assigned to this complaint by CM-DoS:</i>			
Staff Name:		Position:	

## Follow-up Meeting(s)

Attendees:		Date:	
Did the complainant request a translator to attend the meeting?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Summary of discussion:</i>			
<i>Follow-up actions:</i>			
Attendees:		Date:	

Did the complainant request a translator to attend the meeting?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Summary of discussion:</i>		
<i>Follow-up actions:</i>		

## Outcome

Date:	
<i>Outcome and reasons for decision:</i>	
<i>Follow-up actions:</i>	
<i>Student satisfied with outcome, reasons for decision and follow-up?</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If 'No' the student:</p> <ul style="list-style-type: none"> <li>• Can submit an appeal by completing the <i>Appeals Form</i> (available on the Navitas English website and at Reception)</li> <li>• May request assistance to complete the Appeals Form from the Centre Manager &amp; Director of Studies</li> </ul>	