

Edith Cowan University Complaint Form



Completed forms can be sent to:

Manager, Compliance, Complaints and Integrity
 Edith Cowan University, 270 Joondalup Drive, Joondalup WA 6027
 Telephone +61 8 6304 2056 Fax: +61 8 6304 2167
 Email: ECU.complaints@ecu.edu.au

Your Full Name *	
Your Address *	
Your Home Phone No	
Your Mobile No	
Your Email Address *	
Student / Staff ID number (if applicable)	
Confidentiality	While principles of confidentiality are observed in handling complaints, the disclosure of personal or identifying information to relevant staff will generally be necessary in responding to your complaint. For enquiries about complaint handling or regarding confidentiality please feel free to contact us on the details provided above.
SUMMARY OF YOUR COMPLAINT	
Information that you may wish to provide might include a description of the incident or problem; details of any conversations or meetings regarding your concerns; or any details or copies of documents you think would help us to understand your complaint.	
<ul style="list-style-type: none"> What happened When it happened Where it happened Details of who was involved including their name(s), title(s) & location Details of any witnesses Any other important details <p><i>(Please attach more pages outlining your complaint if the space provided is insufficient)</i></p>	
How would you prefer us to contact you? *	

<p>What steps (if any) have you taken to resolve the complaint informally?</p>	
<p>What outcome do you expect?</p>	<p> <input type="checkbox"/> No Response Required <input type="checkbox"/> Info/Explanation <input type="checkbox"/> Review policy/practice etc. <input type="checkbox"/> Apology <input type="checkbox"/> Action </p> <p>If you indicate that no response is required, your complaint will be recorded, and your concerns noted.</p> <p>If you have not provided your individual details we will not be able to respond to you about your complaint.</p> <p>It will not always be possible to resolve a complaint to the complete satisfaction of a complainant, but you can expect that your complaint will be dealt with promptly and thoroughly.</p>
<p>Any other comments?</p>	

** Required Information*