



ETC International College

Academic Complaints Management Form

November 2023

Today's date:/...../.....

Entry no.:

Name of ETC staff member registering complaint:

Name of person making complaint:

Student ID:

Nationality:

Step 1: Nature of Complaint (Summary of the key issues made by the complainant)

Level:

Teacher:

Students:

Other:

Summary of Complaint:

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Step 2: Action Taken

Aim to resolve complaint within 3 working days:

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Is the student happy with the initial action taken?

Yes

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No

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Step 3: If No, highlight how the complaint will be escalated and subsequent action taken

Aim to escalate and resolve within 3 working days – refer to Complaints Policy for escalation procedures

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Is the student happy with how the complaint has been resolved? Yes

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No

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Updated November 2023 Board of Governors

Next update due: November 2026