



ETC International College

Student Accommodation Complaints

Change of Homestay Request

April 2024

Today's date:.....
Entry no:.....
Name of ETC staff member:.....

Name of person making complaint:

Student ID:

Nationality:

Step 1: Nature of complaint (Summary of the key issues being made by the person making the complaint)

Family	Conversation & Friendliness	Food	House	Bedroom	Cleanliness	Location	Other
☐	☐	☐	☐	☐	☐	☐	☐

Please give more details:

Step 2: Action taken

Aim to resolve complaint within three working days:

Is the student happy with the initial action taken?

YES ☐

NO ☐

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

Aim to escalate and resolve within three working days – refer to complaints policy for escalation procedures:

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

YES☐

NO☐