



**LA LINGUA  
LANGUAGE SCHOOL**  
CRICOS PROVIDER CODE [02117D]

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### Student complaint / grievance form A

\* This form must be lodged within 14 days of the incident if at all practical.

#### Your details

(You must provide at least your name and one means of contact before your complaint can be investigated.)

Name of Student: .....

Postal Address: .....

Phone Number: ..... Email: .....

#### Type of complaint

Please ✓ in front of the main type of issue your complaint relates to:

- |  |  |
|--|--|
| <input type="checkbox"/> a. Course information or advertising material | <input type="checkbox"/> f. Teaching methods                     |
| <input type="checkbox"/> b. Initial assessment                         | <input type="checkbox"/> g. Teaching qualifications or skills    |
| <input type="checkbox"/> c. Course content                             | <input type="checkbox"/> h. Course schedule                      |
| <input type="checkbox"/> d. Equipment and teaching resources           | <input type="checkbox"/> i. Assessment information and processes |
| <input type="checkbox"/> e. Teacher professionalism                    | <input type="checkbox"/> j. Assessment result                    |

#### Complaint details

Providing as much details as possible will assist us in investigating your complaint. If necessary, you may attach extra pages or material to this form. Please provide specific details of what your complaint is about, including

- The circumstances surrounding the issue and who was involved
- Why a complaint / grievance is being lodged
- Any evidence including dates and documentation and name(s) of any witnesses

Student signature:

Date:

We shall investigate this complaint within 10 working days of receipt. You may be represented by a nominee at any stage of the complaint and grievance process and this complaints and grievance process does not prevent you from exercising your rights to other legal remedies. We shall inform you of the outcome, in writing, within 21 working days.