



• COMPLAINT/GRIEVANCE FORM (Generic Form)

This form must be completed when you need to make a formal complaint to Cultural Immersion. Please keep a copy for your records and post or deliver to our head office.

1. Your Details:

Family name: _____ Given Name: _____

Address: _____ Home Phone: _____

Work Phone: _____ Mobile Phone: _____

2. Are You a (please tick):

- Student: Your Student Number: _____
- Parent or Caregiver: Name of Student: _____
- Future Student Commercial Customer. Cultural Immersion Employee or Contractor.
- Other: Please Specify: _____

3. Is the complaint about: (please tick and give details)

- Events at Cultural Immersion Head Office _____
- An event, activity or excursion organised by Cultural Immersion _____
- _____
- Other _____

4. Have you discussed your complaint with a Cultural Immersion senior officer (please tick):

- Yes. No: (Go to 5)
- If YES when? _____ Who dealt with the complaint? _____
- What was the result? _____
- _____
- _____

5. Please give details of the complaint and the outcome you are seeking (you may attach further documents)

Your Signature: _____ Date: _____

Mail this form to: Business & Strategic Manager, Cultural Immersion, PO Box 3485, Rundle Mall SA, 5000.
The information provided in this document will be kept confidential, unless it needs to go to the relevant authorities.

Administration Use Only

Receiving Officer: _____ Date Received: _____