**AMERICAN EDUCATION CENTRE LTD**

**STUDENT COMPLAINT FORM: INFORMAL STAGE I**

**1. Your Details**

|  |  |
| --- | --- |
| Full Name |  |
| Student ID Number (ANC) |  |
| Course | FOUNDATION / DIPLOMA / DEGREE / TOPUP / POSTGRADUATE |
| Awarding University / Institution | University of West London |
| Study Location | Head office-Colombo 03 / ANC Branch Campus (Maya Avenue) / ANC Branch Campus (Kandy) |

**2. Contact Information**

|  |  |
| --- | --- |
| Email Address |  |
| Alternative email (if any) |  |
| Contact Number 1 |  |
| Contact Number 2 |  |

If you have supplied contact information which is different to the details currently held by the Institution, please update your Student Record as soon as possible with the Registrations Office.

**3. Your Complaint**

|  |
| --- |
| Please set out the main points of your complaint, including dates of incidents, persons involved and attach any relevant documents, for example email correspondence |

**4. Requested Outcome**

|  |
| --- |
| Please indicate, what outcome you are expecting in order to resolve your complaint. |

**Declaration**

I declare that the information given in this form is true and accurate to the best of my knowledge. I am willing to answer any further questions relating to this matter if required.

Signed:

Date:

Notes:

The Institution will use the information provided on this form to investigate your complaint. The details will be provided to the respective support services within the Institution as necessary to conduct a thorough investigation.

Students can expect a complaint to be investigated without prejudice. However, any member of staff mentioned in your complaint will be made aware and they will have the opportunity to comment.

Anonymous complaints will not be accepted and actioned under any circumstances.