**Centre for Pavement Engineering Education (CPEE)**

### Formal Complaints Form

# Before you start

This form is to be used for the initiation of the formal process in relation to a complaint.

The Centre for Pavement Engineering Education Inc. operates its Higher Education and Short Courses in an academically challenging environment. As such we recognize that over the journey you may experience some problems along the way. CPEE is committed to its staff, students and delegates to treat any concerns and complaints seriously, impartially and will seek a resolution in a timely manner.

When lodging a complaint, we aim to ensure that Staff, Students and Delegates are without fear of disadvantage at every step in the process.

Prior to submitting this form, has non-formal means of resolution been exhausted? These can include informal discussions, requests for review, 3rd party facilitation such as the Higher Education Officer (HEO). You don't have to complete the formal process if you can reach a resolution of your complaint with the parties involved in the meantime.

If the matter is not able to be resolved via non-formal means than the formal process should be instigated.

This form will be considered as, or in conjunction with, your letter of complaint to the "appropriate person". You must clearly state what your complaint is about. Include with your form and/or letter any supporting documents. Keep a copy of all documents for your own records.

You can also withdraw a complaint at any time during the complaints resolution process and, in this case, the matter will be deemed to be resolved. You don't have to complete the formal process if you can reach a resolution of your complaint with the parties involved in the meantime. You can withdraw a complaint at any time during the complaints resolution process and, in this case, the matter will be deemed to be resolved.

Refer to policy - Student Complaints. [PO007 : CPEE Student Complaints and Appeals Policy for more information.](https://www.pavementeducation.edu.au/about-cpee-new/policy/policy-directory/student-complaints-and-appeals-policy" \t "_blank)

If you have any queries, please contact CPEE directly at [enrolments@pavementeducation.edu.au](mailto:enrolments@pavementeducation.edu.au)

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| Section 1 |  |  |
| Student Details |  | **Notes** |
| Student ID: | Enter Student ID |  |
| Title: | Title |  |
| Family Name: | Last Name |  |
| First Given Name: | First Name |  |
| Second Given Name: | Second Name |  |
| Contact Details |  |  |
| Email: | Primary Email | *This address will be used for all official correspondence* |
| Preferred Phone: | Mobile |  |

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| **Section 2** | |  | | |
| **Select program you are currently enrolled in** | | Select a Program | | |
| Semester: | Select Semester | | Year: | Select Year |

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| **Sections 3** |
| **Enter your complaint summary** |
| Enter Complaint Summary |

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| --- | --- | --- | --- |
| **Section 4** | |  | |
| **Supporting Documentation (please indicate type of documentation if applicable)** | | | |
| **Yes** | **Type of documentation**  Enter type of supporting Documentation | | **No** |

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| Section 5 |  | |  | |
| **Declaration:** | |  | |  |
| I am aware that I may incur a financial and/or academic penalty relating to this variation and I certify that the information I have provided is true and correct and I agree to the CPEE  [Terms and Conditions of Enrolment](https://cpee.sharepoint.com/Policy%20Library/_layouts/15/guestaccess.aspx?guestaccesstoken=1x3qT2qHu9SI0P%2fg4HYkaEFGYoR21FOiUG9nt8oHP4k%3d&docid=01c5a4eb6304a4c028364162df237d475&rev=1) | |  | |  |
|  | **Signature of Student** | | **Date** | |
|  | Please print | |  | |
|  | **Printed Name of Student** | |  | |

****Please return this completed form to:

**Email**: [HEO@pavementeducation.edu.au](mailto:HEO@pavementeducation.edu.au)

Or  
**Mail to**: Enrolments at CPEE, Suite 6, 935 Station Street, Box Hill North VIC 3129

**Tel:** (03) 9890 5155 (international prefix + 61)