



Today's date: / /

Entry no:

Name of the ETC staff:

Students Complaints / Change of host family request

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 complaints)

Family	Conversation & Friendlines	Food	House	Bedroom	Cleanliness	Location	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Step 2: Action taken

<i>Aim to resolve complaint within three working days</i>

Is the student happy with the initial action taken?

YES

NO

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

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