

ZD-ACADEMY STUDENT COMPLAINT FORM

This Complaint Form is for students who would like to make a complaint. Complaints are taken very seriously at ZD-Academy and will be investigated thoroughly and in confidence.

Completed Complaint Forms can be sent to us by mail, delivered in-person to the ZD Academy Manager, David O'Shaugnessy, or sent via email to info@zdacademy.com.

FOR OFFICIAL USE ONLY

Received by:

Date of receipt:

STUDENT INFORMATION	
Student Name:	Student Phone Number:
Student Email Address:	
Student Mailing Address:	
Student ID:	Course Title:
Course Description:	Tutor Name:
Method of delivery of course: <input type="checkbox"/> Online <input type="checkbox"/> In person	Student type: <input type="checkbox"/> Current student <input type="checkbox"/> Former student

COMPLAINT INFORMATION	
Complaint Date:	Complaint transmitted: <input type="checkbox"/> By email <input type="checkbox"/> Submitted in person
Complaint Details: <i>Tell us what you are complaining about. For example. What went wrong? When did things go wrong? What did the organisation do wrong? and who was involved? Please avoid using 'see attached' as a comment or leaving the section blank. Please answer all questions fully.</i>	
Remedial action sought by the complainant:	

How can we make things right?

What steps do you think should be considered to avoid a repeat of the problem?

Name of person completing this form

Signature