

If you unhappy with Cengage Education for any reason and you have not been able to resolve your grievance by talking to our staff, you may use this form to submit your complaint in writing.

Personal details

First Name Student Number Surname Course

My complaint relates to:

(please tick the appropriate box)

- An assessment grade or comment
- My learner guide or other course material
- The way in which my course is delivered (e.g. the Student Portal)
- My tutor or other Cengage Education staff member

- Another student
- Other, please specify:

Details of my complaint

(Please attach any supporting documentation or additional pages if more space is required)

Declaration

I declare that to the best of my knowledge the information given here is complete and correct.

I understand that Cengage Education reserves the right to reverse or amend any decision on the basis of incorrect information.

I have attached supporting documentation (if applicable).

Signature Date

The information you supply on this form or with this form will be treated in the strictest confidence and in accordance with the Privacy Act 1988.

Return this form to:

Complaints Department
Student Services
Cengage Education
Locked Bag 900
Artarmon NSW 1570

Office Use Only:

Complaint Case No: Complaint Logged on QMS