



Complaint Form for Students

A complaint form is a formal way of letting someone know you are unhappy with something at Students of the World Ltd.

After filling in this form, we will listen to you and your problem and work on a solution.

You can ask a trusted adult to help you with this form. They might be a parent, teacher, a host family member, a local co-ordinator, or a member of SOTW Ltd office staff.

NAME _____

Phone number _____

Email (if you have) _____

Address _____

I would like to be contacted by (tick any) Phone _____ Email _____ In writing _____

You don't have to give us your name and contact information, but it's much harder for us to address the complaint if we do not have your name and a way to get in touch with you.

What is making you unhappy?

Please tick what this complaint is regarding:

- Your host family, or a member of your host family
- The house you are staying in
- A Students of the World staff member
- School
- Other

Please tick which of the following is most relevant to you.

- Someone is treating me inappropriately
- House is uncomfortable
- Not getting along with someone
- Feeling lonely
- Homesick
- School work is difficult
- Students of the World have not been helpful
- I am being bullied or made to feel uncomfortable/unsafe
- Other

Write down what is making you unhappy. There are some statements below that might help to explain how you are feeling: _____

What would make the problem better? _____

What will happen next?

Thank you for submitting your complaint. We will be in touch within 24 hours of receiving the complaint and together we will do our best to work through the complaint together and come up with a solution.

Who else can you call?

If you do not feel comfortable make your complaint with SOTW Ltd or you're not happy with how we have responded to your complaint you can call:

The Police - 000

Child Protection – 13 14 78

Kid's Helpline - 1800 551 800

Lifeline – 13 11 14

South Australia

Department for Education

International Education Services

31 Flinders Street (PO Box 1152)

ADELAIDE SA 5001

Ph: (08) 8226 3402 Fax: (08) 8227 2391

W: www.sa.gov.au/topics/education-and-learning/curriculum-and-learning/programs-and-extra-curricular-activities

Date: _____ Signature: _____

A staff member will contact you to make a time to talk about your complaint with you.