

Complaints Form

If you require immediate assistance, please call 000

If you feel unsafe because of the way an adult is treating or interacting with you, you can call:

- Child Wise National Child Abuse Prevention Helpline: 1800 99 10 99
- Students of the World (24hrs): 0401 562 768
- Local coordinator:

If you feel distressed and would like to talk to someone you can call:

- Kids Helpline: 1800 55 1800
- Lifeline: 13 11 14

Date: _____

Full Name: _____

Phone: _____

Email: _____

Please note: We do require your name and contact details to help resolve the issue.

All information given in this form will be kept confidential. Personal details will not be disclosed to any third parties or unauthorised personnel without your written permission.

1. Do you wish to remain anonymous to the person/persons who this feedback/complaint is about?

- Yes
- No
- N/A

2. 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

Students of the World is committed to child safety and requires zero tolerance of child abuse from all management, staff, students, volunteers and families.

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

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

4. Please provide a detailed explanation using names, dates and examples where possible of your situation. _____

5. Please provide details about how you want this issue should be resolved. _____

Thank you for submitting your feedback or complaint. A member of Students of the World will be in touch as soon as possible (within 24 hours). In the meantime, if you feel uncomfortable or unsafe please call us for immediate assistance.

Students of the World is committed to child safety and requires zero tolerance of child abuse from all management, staff, students, volunteers and families.