

# **STUDENT COMPLAINTS PROCEDURE – COMPLAINT FORM**

**Swiss International Institute Lausanne - SIIL**

1. This Form should be completed in conjunction with the requirements of Student Complaints Procedures.
2. Complete all sections of the form.
3. Return completed form to [e.chubarkina@siil.ch](mailto:e.chubarkina@siil.ch)

Section 1: Personal details

- 1.1. Student number;
- 1.2. Student name;
- 1.3. Email address;
- 1.4. Contact number;
- 1.5. Address;
- 1.6. Course title;
- 1.7. Year of course.

Section 2: Detail of complaint

- 2.1. Area of SIIL against which complaint being made:

	AREA
Student Services	
Core Services	
Faculty	
Other	

- 2.2. Date of incident  
(note: if the event happened over a period of time, please insert the start date of the incident).
- 2.3. Please provide a summary of your complaint below (max 1250 characters).
- 2.4. In an attempt to resolve my complaint locally I have already communicated with the following people. Please provide a list of people with whom you have communicated and the dates this occurred).
- 2.5. This is what happened and why I believe I did not resolve my complaint (max 1250 chars).
- 2.6. Please explain the impact of the issue on you (max 1250 chars).
- 2.7. If you are submitting a complaint more than one month following the last related incident, please, provide a brief explanation for the delay (max 1250 characters).

By submitting this form, I confirm that I have read the Student Complaints Procedure and have attempted to resolve the matter locally. (please check the box).