

Independent Complaints Review Form

Before you submit

- You must complete the institution's internal complaints procedure before submitting this form. Attach written evidence of the outcome.
- This form is available to current and pre-arrival learners, and to staff members of EEI member institutions.

Section 1: Member Institution

Institution name

Location (city/town)

Programme or course (if applicable)

Section 2: Complainant Details

Full name

Email address

Telephone (optional)

Relationship to institution

Select one: Learner (enrolled) / Learner (pre-arrival, not yet commenced) / Staff member / Other (please specify)

Course or employment start date (if applicable)

Course or employment end date (if applicable, or expected end date)

Are you currently enrolled or employed at the institution?

Circle one: Yes / No

Section 3: Internal Complaints Process

Date complaint submitted to the institution

Date final response received from the institution

Please attach copies of all relevant correspondence and the institution's final written response.

Section 4: Summary of Complaint

Provide a clear account of your complaint, including key dates, events, and the individuals involved.

Section 5: Standards Concern

Indicate which TrustEd Ireland or EEI standard(s) you believe may not have been met. If unsure, describe the issue and EEI will assess the relevant standard.

Section 6: Supporting Documentation

List all documents attached (e.g. emails, contracts, screenshots, policies, payment receipts).

Section 7: Desired Outcome

State the outcome you are seeking. Note: EEI's review is limited to standards compliance findings.

Declaration

By signing below, I confirm that:

- The information provided is accurate to the best of my knowledge.
- The institution's internal complaints procedure has been completed.
- I authorise EEI to share this complaint and supporting documentation with the institution and any appointed External Reviewer.

Name

Date

Signature

Submit to: info@englisheducationireland.ie | Subject line: EEI External Complaint