LA XENIA

International Institute of Switzerland

Complaint and Grievance Form

Submission instructions

Complete the attached two-page form

Complete all relevant sections and provide your contact details.
Sign and date the declaration in Section 5.
Attach relevant supporting documents and indicate Yes or No in Section 4.
Indicate any confidentiality request in Section 5.

Where to submit

Prospective students and non-students

admissions@laxenia.ch

Current students and alumni

registrar@laxenia.ch

Procedure and further information

https://laxenia.edu.eu/our-principles-policies/#lx-complaints

Submission routes follow the contacts published on the La Xenia policies page.

COMPLAINTS AND GRIEVANCES FORM

Complaints and Grievances Form	
Complaint Reference Number:	(For Office Use Only)
Date Submitted:	
Section 1: Complainant Details	
Name:	
Student/Staff ID: *(if applicable)*	
Contact Email	
Contact Phone:	
Relationship to Institution:	☐ Student ☐ Staff ☐ Alumni ☐ Partner ☐ Other
Section 2: Type of Complaint / Grievance (tick all that apply)	
	☐ Academic ☐ Facilities ☐ Security/Privacy ☐ Admissions/Registrar ☐ Behaviourial Conduct ☐ Other (please specify):
Section 3: Complaint / Grievance Details	
Department Involved:	
Date of Incident: (if applicable)	
Description of Complaint:	
Desired Outcome:	

Policy Allegedly Breached: (if applicable)	
Individuals Involved:	
Witnesses:	
Section 4: Supporting Documents	
Supporting Documents Attached:	☐ Yes ☐ No
Section 5: Declaration	
I confirm that the information provided is accurate to the best of my knowledge.	
Signature:	
Date:	
Confidentiality request:	☐ Yes ☐ No