



## Strictly Confidential

**Use this form to lodge a formal complaint about any matter or appeal a decision made in relation to your enrolment or studies.  
Enclose the completed form in the envelope provided to ensure confidentiality.**

Formal Complaint
Name of student: _____
Student Number/ID: _____
Date complaint lodged: ____ / ____ / ____
Details of Complaint: _____ _____ _____ _____ _____ _____ _____ _____ _____ _____
Persons involved: _____ _____
Date the complaint occurred: _____
Attempts made to resolve the matter informally: _____



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What is your preferred outcome:

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Student signature: \_\_\_\_\_

**To be completed by Harward International College**

Date of meeting with student:

Who attended the meeting:

What action has been proposed to resolve the matter?

Has the matter been resolved to the satisfaction of all concerned?

If so, what date was the matter resolved?

If there any remedial action required by Harward?

Signature: \_\_\_\_\_

Dated: \_\_\_\_\_