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:

________________________________________________________________________

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________________________________________________________________________

Persons involved:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Date the complaint occurred: _____________________________________________

Attempts made to resolve the matter informally:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
HARWARD INTERNATIONAL COLLEGE
CRICOS: 03234B | RTO: 22332
Level 9, 14 Queens Rd, St. Kilda Melbourne, Victoria 3004
Phone: (03) 9866 7756 | Fax: (03) 8669 4055
Email: info@harward.vic.edu.au | Web: www.harward.vic.edu.au

Complaint Form

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: _____________________