HARWARD INTERNATIONAL COLLEGE



Complaint Form

Version 3.0

Approved By

CEO

CRICOS: 03234B | RTO: 22332 Level 9, 14 Queens Rd, St. Kilda Melbourne, Victoria 3004

Phone: (03) 9866 7756 | Fax: (03) 8669 4055 Email: <u>info@harward.vic.edu.au</u> Web:<u>www.harward.vic.edu.au</u>

Complaint

Form

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: | |
| | |
| | |

Date Implemented

November 2010

Last updated

November 2013

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| What is your preferred outcome: | | | | | |
|--|--|--|--|--|--|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| 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: | | | | | |

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