

## Complaints Form

### Personal Details:

<b>Full Name:</b>	
<b>Position of Complainant/Appellant:</b>	
<b>USI no:</b>	
<b>Phone No:</b>	
<b>Email:</b>	
<b>Address:</b>	

### If the complainant is student, please provide the following details (NOT MANDATORY)

<b>Student ID:</b>	
<b>Course Name:</b>	
<b>Course Code:</b>	

### Complaint details

#### Complaint Details

Date the cause of complaint occurred: \_\_\_\_\_

#### Reason for the complaint:

- General Operations
- Assessment
- Others, please specify

#### Have you complained about the issue before?

- Yes     No

If yes, please give the date, the complaint was lodged:

#### Complaint Summary (Please give detailed explanation of complaint and attach any supporting evidence)

### Please provide us a detailed explanation on what will resolve this issue according to you?

<b>Declaration</b>	
<input type="checkbox"/> All the information provided in this form is correct and accurate to the best of my knowledge. <input type="checkbox"/> I am happy to attend any meeting with relevant persons required to resolve the issue. <input type="checkbox"/> I understand that if I am dissatisfied with the decision, I can seek assistance through external appeal i.e. Overseas Student Ombudsman (OSO) which is free of cost as per Hawk Institutes Complaints and Appeals policy.  Name: _____ Signature: _____ Date: _____	
<b>Office use Only:</b>	
<b>Receiving staff member:</b>	
<b>Date:</b>	
<b>Method of lodgment</b>	<input type="checkbox"/> Email <input type="checkbox"/> Mail
<b>Name of the member responsible for resolving the issue.</b>	
<b>Implementation of Proposed action by:</b>	<input type="checkbox"/> Continuous improvement Request. <input type="checkbox"/> Counselling by the relevant person/s. <input type="checkbox"/> Change of any service or member. <input type="checkbox"/> Other (Please specify)
<b>Outcome</b>	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful
<b>Method to communicate the outcome with the complainant/appellant</b>	<input type="checkbox"/> Email <input type="checkbox"/> Mail
<b>Response of complainant/appellant</b>	<input type="checkbox"/> Agrees and accepts the decision done by panel (The student signs the acceptance and the record is placed in student's admin file)  <input type="checkbox"/> Disagrees and unhappy (Referred to appeals process if required)
<b>Name of Hawk Institutes representative:</b>	
<b>Signature of Hawk Institute's representative:</b>	
<b>Date:</b>	