

Note: By completing this form, you will be lodging a formal complaint.

We thank you for taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.

- We will acknowledge receipt of your complaint in writing by sending a letter or email within 3 working days of receipt.
- We will commence process of investigation within 7 days of receiving the complaint.

Date	
Student Name	
Contact Numbers	
Please detail your concern in full, giving as much detail as possible	
Signature	



OFFICE USE ONLY

Received by		Complaint Number Issued	
Date		Given to	
Date written acknowledgement forwarded		By	
Date Issued		Follow up Date (NB: 60-day limit)	

Action Taken (meetings, investigation, interviews and formal hearings). Attach all documentation

Note any referral to independent party or authority.

Record of decision and any further recommendations for action (improvement, corrective or preventive actions)

Specify possible improvement based on complaint



Date of finalisation or external referral	
Signature	Date
Entry into file	Date