

This form should **ONLY** be used to lodge an official complaint about a matter which the student has found to be offensive, discriminatory or derogatory in any aspect of their student life at Highgate International College. For reporting general concerns – and not a specific complaint – please use a separate “Student Concern” form.

CONFIDENTIAL DOCUMENT

Student ID				
Student Name				
Course/Group				
Grievance Type	Complaint	<input type="checkbox"/>	Appeal	<input type="checkbox"/>

Reason for or Nature of Complaint or Appeal - Background				
Describe any other steps or efforts taken to resolve the issue prior to making the formal complaint. Also describe the outcome/s.				
Person/s Involved in or Related to this Complaint or Appeal				
<i>To fairly address the complaint or appeal and investigate, Highgate International College may need to speak to the person/s involved. Do you provide your consent to Highgate International College to discuss this complaint or appeal with them?</i>				
Consent to Discuss	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
Your Complaint or Appeal Details <i>(Please provide as much details as possible)</i> Note: Attach any supporting documents with this form as applicable.				

Attach additional sheets as needed.		
Student Declaration and Signature	<i>All the information I have provided in this form is true and accurate. I also understand that this complaint or appeal will be dealt with according to Highgate International College's relevant complaint handling policies and procedures.</i>	
		Date:

ADMIN use only (complete and enter in the Complaints and Appeal Register)

Matter Referred to	<input type="checkbox"/> CEO	<input type="checkbox"/> Academic Manager
	<input type="checkbox"/> Academic Manager	<input type="checkbox"/> Appeals Committee
Comments of the Person Receiving the Form and Suggested Action		
Signature		Date:
Outcome (complete after the complaint or appeal is fully resolved and update the register)		
Continuous Improvement (complete and forward a copy of this form to the Quality Assurance Committee)		
Corrective Measures		
Preventative Measures		