

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. Please complete this form and email to [sso@hic.edu.au](mailto:sso@hic.edu.au)

For reporting general concerns – and not a specific complaint – please use a separate “Student Concern” form.

### Complaints and Appeal form (CONFIDENTIAL DOCUMENT)

<b>Student Name</b>				
<b>Student ID</b>				
<b>Course</b>				
<b>Grievance Type</b>	<b>Complaint</b>	<input type="checkbox"/>	<b>Appeal</b>	<input type="checkbox"/>
<b>Did you receive a notice of intention to report?</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>

<b>Details of Complaint or Appeal</b> <i>(Please provide as much details as possible)</i>  <b>Note:</b> Attach any supporting documents with this form as applicable.	
<b>Describe any other steps or efforts taken to resolve the issue prior to making the formal complaint. Also describe the outcome/s.</b>	
<b>Person/s Involved in or Related to this Complaint or Appeal</b>	

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?

Consent to Attend a meeting	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>
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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)

Received by		Date	
Appeal approved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Complaint resolved?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Outcome sent to the student?	<input type="checkbox"/>	<input type="checkbox"/>	
Approved by	<input type="checkbox"/> CEO	<input type="checkbox"/> Academic Manager	
	<input type="checkbox"/> Appeals Committee		
Note			
Signature		Date:	