

## Complaint Form HEFOR12

The following form is to be completed by students wishing to lodge a complaint against a decision made by Southern Cross Education Institute (Higher Education). Please refer to HEPP03 Complaint and Grievance Policy and Procedure which can be found in the Student Handbook, Southern Cross Education Institute - Higher Education website and at the reception.

SECTION A: Student Details	
Given Name:	Surname:
Student ID:	Course Name:
Mobile No:	Unit Code/Name:
Date Submitted:	Email:

SECTION B: Details of Complaint <i>(Please tick as appropriate)</i>	
<input type="checkbox"/> Academic <input type="checkbox"/> Admin & Student Support <input type="checkbox"/> IT              Accounts              Policies/Procedures	
<input type="checkbox"/> Information Facilities Resources	
Other    If Other please describe	

SECTION C: Statement of Your Grounds for Complaint <i>(Attach documentary evidence and any additional pages if required)</i>	
<input type="checkbox"/> Description of your Supporting Evidence:	
<input type="checkbox"/> I, hereby declare that all the information provided in this form is true and correct. <input type="checkbox"/> I understand and accept that the processing time will take up to 10 working days. <b>Note * You must attach supporting evidence to be considered.</b>	
Student Signature:	Date:



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SECTION D: Office Use Only	
Case Number:	Registered in Database
Complaint Successful? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Reason(s) if it is not successful:	
Representative Staff Name:	Date:
Representative Staff Signature:	

SECTION E: Administration		
Paradigm Update PRISMS Update (if applicable)	<input type="checkbox"/> Student notified <input type="checkbox"/> Moodle updated	
Staff Name:	Staff Signature:	Date: