

Complaint Form HEFOR12

The following form is to be completed by students wishing to complain about a decision made by Southern Cross Education Institute (Higher Education). Please refer to HEPP03 Student Complaint and Grievance Policy and Procedure, which can be found in the Student Handbook, Southern Cross Education Institute - Higher Education website and 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>
☐ Academic ☐ Admin & Student Support ☐ IT ☐ Accounts ☐ Policies/Procedures ☐ 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>	
Description of your Supporting Evidence:	
I hereby declare that all the information provided in this form is true and correct. I understand and accept that the processing time will take up to 10 working days. Note * You must attach supporting evidence to be considered.	
Student Signature:	Date:



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SECTION D: Office Use Only	
Case Number:	☐ Registered in Database
Complaint Successful? ☐ Yes ☐ No	
Reason(s) if it is not successful:	
Representative Staff Name:	Date:
Representative Staff Signature:	

SECTION E: Administration		
☐ Paradigm Update	☐ Student notified	
☐ PRISMS Update (if applicable)	☐ Updated Moodle	
Staff Name:	Staff Signature:	Date: