

Student Name:		Student ID:	
Address:			
Phone no:		Date:	
Current Course:		Email:	
Tick the box related to your Complaint: ☐ Academic Misconduct ☐ Assessment ☐ Teaching and Learning ☐ Other Academic ☐ Other (Please specify) _____ ☐ Resources and Facilities ☐ Course withdrawal ☐ Release letter ☐ Other non – academic (Please Specify) _____			
Describe the nature of the complaint. Attach any relevant evidence:			
Describe any efforts made to resolve the issue:			
Student Signature:		Date:	

Note: Before completing this form, please read the information on the Complaints and Appeal Policy and Procedures on the Melbourne Institute of Higher Education website at: [Policy and Procedure – Melbourne Institute of Higher Education Pty Ltd \(mihe.vic.edu.au\)](#)

Office Use Only

Detailed Action Taken: 		
Response/Outcome sent to student: ☐ Yes ☐ No		Date:
Complaint handle by:		Note: Please send completed form and outcome letter sent to student and also any other supporting evidence to the administration manager within 2 working days of resolution.
Complaint handler Signature:		Dated:
Date received by Administration manager 		Record management: ☐ Complaints/Appeals forms and evidence documents uploaded in Wisenet. ☐ Outcome/resolution letter upload in Wisenet ☐ Complaints and Appeals Register updated. ☐ Enter data in Continuous Improvement Log (if applicable)
Signature of Administration Manager:		Data uploaded & filing Date: