

Complaints and Appeals Form

Personal Details:	
Full Name:	
Position of Complainant/Appellant:	
USI no:	
Phone No:	
Email:	
Address:	
If the complainant is a student, please provide the following details	
Student ID:	
Course Name:	
Date:	
Complaint/Appeal details	
Complaint Details Date the cause of complaint occurred: _____ Reason for the complaint: ☐ General Operations ☐ Assessment ☐ ESOS related complaint ☐ Other, please specify Have you complained about the issue before? ☐ Yes ☐ No If yes, please give the date, the complaint was lodged:	Appeals Details Date to which this appeal refers to: _____ Reason for the appeal: ☐ Assessment outcome ☐ Discipline/misconduct ☐ Any outcome of any application for request ☐ Any disciplinary action taken against you. ☐ Other (please specify below)
Complaint/Appeal Summary	
(Please give detailed explanation of the complaint/appeal and attach any supporting evidence)	

(Provide explanation on how you believe this complaint can be resolved)

Declaration

- ☐ All the information provided in this form is correct and accurate to the best of my knowledge.
- ☐ I am happy to attend any meeting with relevant persons required to resolve the issue.
- ☐ I understand that if I am dissatisfied with the decision after the internal appeal procedures; I can seek assistance from external complaints handling body i.e. Overseas Student Ombudsman (OSO) which is free of cost.

Signature: _____

Date: _____

*Office use: (*marked items to be filled up by staff or compliant handling party)

*Receiving staff member:	
*Date:	
*Method of lodgment	☐ Email ☐ Mail
*Name of the members empaneled to resolve the issue	
*Actions proposed by the panel/ determined resolution	

*Implementation of Proposed action by:	☐ Continuous improvement Request. ☐ Counselling by the relevant persons. ☐ Change of any service or member. ☐ External Counselling agency ☐ Referred to: ☐ Other (Please specify)
Date of Resolution	
*Outcome	☐ Successful ☐ Unsuccessful
*Method to communicate the outcome with the complainant/appellant	☐ Email ☐ Mail
*Response of complainant/appellant	☐ Agrees and accepts the decision made by the panel (The student signs the acceptance and the record is placed in student's admin file) Disagrees and unhappy (PCS will contact the student to help him/her to access services of Overseas Student Ombudsman)

Declaration by complainant/Appellant (Please read and tick before signing it):

☐ I acknowledge that the outcome of the complaint/appeal lodged by me have been informed to me.

☐ I agree with the decision made by the panel and I am happy to accept it.

☐ **OR**

☐ I disagree with the decision made by the panel and would like to escalate it to an external body, and I have been advised of all the required information in this regard.

Signature: _____

Date: _____

PCS's representative

Name: _____

Signature: _____

Date: _____