Hawthorn Melbourne

Complaints form

By completing this form, you are making an internal complaint to Hawthorn-Melbourne under the Complaints and Appeals Policy and Procedure. Please submit this form to Reception in person or via email to ComplaintsAndAppeals@hawthornenglish.vic.edu.au

SECTION A: YOUR DETAILS

Name:	Student Number (ID):
Preferred name:	Email address:

If someone is filling in and/or submitting the complaint form on your behalf, please include their details.

Someone is helping me with this complaint: ☐ Yes ☐ No (go to SECTION B)	
Name:	Mobile number:
Relationship to you: ☐ Staff member ☐ Relative ☐ Friend ☐ Other, please specify: _____	
What are they helping you with? ☐ Filling in the form ☐ Submitting the form on your behalf	

SECTION B: COMPLAINT INFORMATION

Did you make an informal complaint before completing this formal complaint form?

☐ Yes, name of staff member to whom you made the informal complaint: _____

☐ No

Complaint details:

Please provide a short description of your complaint. You can submit additional information as per SECTION C. You may include any attempt you have made to resolve the issue (including the name of any student or staff member you spoke with).

SECTION B: COMPLAINT INFORMATION continued...

Complaint preferred outcome:

Please include a short description of the outcome you are seeking with this appeal.

SECTION C: DOCUMENTION

Please attach any additional and/or supporting information to your complaint. Information could include, but is not limited to:
- Any Medical Certificates / Reports
- Your most recent assessment results
- Any photos, images, screenshots

Declaration

☐ I have read and understood the Complaints and Appeals Policy and Procedure

☐ I acknowledge that the information and documentation provided by me as part of this complaint is accurate and true.

☐ I understand that in making this complaint the information I provide will be treated with appropriate confidentiality in accordance with Australian privacy legislation and will not be disclosed to a third party except as set out in the Privacy Policy.

Signature: _____ Date: _____