

To be filled out by the student and submitted via email (admin@mihe.vic.edu.au) or in person at reception

Student Name:		Student ID:			
Address:					
Phone no:		Date:			
Current Course:		Email:			
Tick the box related to your Complaint: ☐ Academic Misconduct ☐ Assessment ☐ Teachi (Please specify) ☐ Resources and Facilities ☐ Course withdrawal ☐ 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:	Da	ite:			

Melbourne Institute of Higher Education Pty Ltd | ABN: 87637251462 | TEQSA Provider ID: PRV14350 | CRICOS Provider No: 04018B









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 Take	n:				
Response/Outcom	e sent to student:	Date:			
☐ Yes ☐ No	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2000			
		Note: Please s	end completed form and outcome		
Complaint			letter sent to student and also any other		
			upporting evidence to the administration		
		manager within	n 2 working days of resolution.		
Complaint handler	Signature:	Dated:			
		Record ma	nagement:		
Date received by Administration manager					
	dministration manager	□Complaiı	nts/Appeals forms and evidence		
	dministration manager –	□Complain documents	nts/Appeals forms and evidence s uploaded in Wisenet.		
	dministration manager –	□Complain documents □Outcome	nts/Appeals forms and evidence s uploaded in Wisenet. e/resolution letter upload in Wisenet		
	dministration manager –	□Complain documents □Outcome □Complain	nts/Appeals forms and evidence s uploaded in Wisenet. dresolution letter upload in Wisenet ents and Appeals Register updated.		
	dministration manager –	□Complain documents □Outcome □Complain □Enter dat	nts/Appeals forms and evidence s uploaded in Wisenet. e/resolution letter upload in Wisenet nts and Appeals Register updated. ta in Continuous Improvement Log		
	dministration manager –	□Complain documents □Outcome □Complain □Enter dat (if applicate	nts/Appeals forms and evidence s uploaded in Wisenet. e/resolution letter upload in Wisenet nts and Appeals Register updated. ta in Continuous Improvement Log ble)		
Signature of Admir	dministration manager — nistration Manager:	□Complain documents □Outcome □Complain □Enter dat (if applicate	nts/Appeals forms and evidence s uploaded in Wisenet. e/resolution letter upload in Wisenet nts and Appeals Register updated. ta in Continuous Improvement Log		

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