

HIIE COMPLAINT/APPEAL LODGEMENT FORM

Feedback from students, positive and negative, is highly valued and assists HIIE to strive for excellence through constant evaluation and continuous improvement.

Please note that the complaints and appeals should be lodged by students "as soon as practicable":

For assessment deferrals or re-marks, this form, along with supporting evidence, should be lodged within two (2) working days of the assessment/exam due date and/or within two (2) working days of when a student receives their marks from HIIE.

Appeals against a decision to report a student to the Department of Immigration (note: international students only) must be lodged within 20 working days of the date of issue on the "Notice of Intention to Cancel Enrolment" sent to the student by HIIE.

Students are advised to refer to HIIE's Complaints and Appeals Policy and Procedure before submitting their complaint or appeal. This document is available on HIIE's website.

HIIE will assess and investigate your submission and respond with a written statement of the outcome of the complaint or appeal within ten (10) working days of the date of submission.

Nature of Complaint or Appeal

- Please indicate the nature of your complaint or appeal by ticking one of the boxes below.
- Please include as much detail as possible in the space provided (you may write more if you wish, but please ensure any extra writing is clearly labeled and attached to this document).
- Please ensure that any evidence supporting your complaint or appeal is labeled and submitted with this form.
- Please submit your completed form and supporting evidence via email, or submit it in person to HIIE administration office.

<input type="checkbox"/>	Enrolment or Marketing Complaint/Appeal
<input type="checkbox"/>	Academic Standards or Outcomes Complaint/Appeal
<input type="checkbox"/>	Behavioural or Disciplinary Complaint / Appeal of classroom discrimination
<input type="checkbox"/>	Contractual or Financial Complaint/Appeal
<input type="checkbox"/>	Other Complaint/Appeal (<i>please give details</i>)

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enquiries@hiie.edu.au

www.hiie.edu.au



Student Number	
Student Name	
Student Signature	
Date	

Office Use Only

Statement received date	
Action taken/outcome and reason for decision	
Comments	
Feedback provided to Client / Participant on (Date)	
HIIE Staff member name	
HIIE staff member Signature	
Date	