Complaint/Appeal Form

Instructions
For ICM to formally lodge your complaints or appeals and to seek for resolution in a fair and timely manner, please follow the instructions below:
1. Fill this form using a black or blue coloured pen and write in block letters only.
2. Lodge this form in person or by post addressing it to the Campus Manager/Director of Studies.
3. Attach all the supporting documents.
4. Please provide as much information as possible and attach extra sheet if required.

Indicate the purpose of using this form by ticking ONE of the following boxes:
☐ Complaint  initial notification of an issue that has occurred
☐ Appeal  An appeal against a decision that has been made by the ICM

Date of submission _______________________________________
Name of student making complaint/appeal ________________________________________________________
Email __________________________________________________

Detailed Description: (Include details of incident, dates and personnel involved)
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Student’s Signature___________________________________ Date __________________________________________

FOR OFFICE USE
Date received ___________________________________________
Detail entered into complaint/appeals logbook   ☐ Yes   ☐ No
Staff Signature________________________________________ Staff Name _________________________________

NOTE
Once this form is completed and received by ICM staff, the resolution period will begin within 10 working days.
ICM will endeavour to conclude the process within reasonable timeframe.
Under usual circumstances, ICM will seek to resolve complaints and appeals within 20 working days.