

HOW TO APPLY

- Please read the **Complaints and Appeals Policy and associated procedure** published on IGI's website before submitting this form.
- Complete this form within 20 working days of grievance arising.
- Please provide supporting evidence.
- Students will be notified within **10 working days** of the outcome of their complaint.

STUDENT DETAILS

Student ID: _____ Family Name: _____
 Given Name(s): _____ Date of Birth: _____
 Address: _____
 Phone: _____ E-mail: _____

COURSE

- Bachelor of Business Management
 Bachelor of Digital Marketing
 Associate Degree of Business Management
 Bachelor of Entrepreneurship and Innovation
 Diploma of Business Management
 Start date: T1 T2 T3 Year: _____

COMPLAINT DETAILS

Type of complaint

- Academic
 Non-Academic

Did you attempt to informally resolve/discuss your complaint with the relevant staff?

- Yes
 No

Please provide a brief summary of your complaint:

What outcome are you hoping to achieve from this complaint?

SUPPORTING DOCUMENTATION

Are you submitting supporting evidence with this form?

Yes No

STUDENT DECLARATION

- I declare that the information provided by me on this form is true and correct.
- I have read and understood the *Complaints and Appeals policy and associated procedure*.
- I agree and give my permission to IGI to the release of personal information for the purpose of resolving this complaint.

Student's Signature: _____ **Date:** _____

IGI USE ONLY

COMPLAINT RECEIVED

Evidence provided: Yes No **Date Received:** _____

Notes:

Approved By:

Name _____ **Position:** _____

Signature: _____ **Date:** _____

Student advised in writing: YES **Recorded on student file:** YES