

Complaints and Appeals Form

For details about submitting an Internal Appeal to Hawthorn-Melbourne, please refer to:

[Hawthorn-Melbourne - Policies and Procedures](#)

- (1) **H-M Complaints and Appeals Policy & Procedure**
- (2) **H-M Complaints and Appeals Process - Overseas Students**

Your details

Student Name:		Student ID:	
Email address:		Mobile Number:	
<i>Did you receive help from a Hawthorn-Melbourne staff member to submit complaint?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Staff Name:		Position:	
<i>Reason you wish to appeal:</i>			
<input type="checkbox"/> Not satisfied with the outcome of a complaint <input type="checkbox"/> Intention to report for unsatisfactory course progress <input type="checkbox"/> Intention to report for failure to maintain minimum attendance <input type="checkbox"/> Intention to cancel enrolment for non-payment of fees <input type="checkbox"/> Intention to cancel enrolment for unacceptable behavior <input type="checkbox"/> Other (please specify):			
<i>Did you receive an intention to report / cancel letter?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of letter:			
<i>Did you attend a counselling meeting related to this appeal?</i>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of meeting:			
<i>Your description of circumstances leading to appeal:</i>			

Accompanying evidence / documents:

Date submitted:

Appeal Manager details:

Staff Name:

Position:

Office use only:

Additional counselling meeting

Attendees:		Date:	
Did the student request a translator to attend the meeting?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Summary of discussion:</i>			

Outcome

Date:	
<i>Outcome and reasons for decision:</i>	
<i>Follow-up actions:</i>	
<i>Student satisfied with outcome, reasons for decision and follow-up?</i>	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>If 'No' the student is to be advised that the matter can be referred to an independent appeals reviewer within 5 working days of receiving written notification of the Hawthorn-Melbourne outcome.</p> <p>For further details regarding how to submit an External Appeal to an independent appeals reviewer, please refer to the H-M Complaints and Appeals Procedure – Overseas Students on the web-site, or, ask for a copy from the Hawthorn-Melbourne Admissions Office.</p>	