Complaints and Appeals Form

This form should be completed by students wishing to make a formal complaint concerning any problem or grievance you have with IIBT or its environment OR an appeal against an assessment or your enrolment/academic status.

Please indicate whether you are lodging an appeal or a complaint:

☐ Complaint
☐ Appeal

Section 1 – Your Details
Title:_______ Surname:_____________________________ First Name:_____________________________
Student ID:____________________ Telephone:____________________________________________
Email:__________________________________________
Would you like a copy of your complaint? Yes ☐ No ☐
Are you making the complaint on behalf of someone else? Yes ☐ No ☐
If yes, what is your relationship to that person:___________________________________________

Section 2 – Details of your Complaint/Appeal
To help IIBT resolve your complaint as quickly as possible please
• Describe your complaint in detail;
• Specify any pertinent dates;
• Staff with whom you dealt;
• Financial details such as monies owed, balances due etc.

Use additional paper if necessary.
Attach any documentation which will help describe the problem and substantiate your complaint (i.e. enrolment contract, correspondence, etc.).
The information you provide will be used in efforts to resolve your complaint and will be shared with relevant IIBT staff. By submitting this complaint, you are giving IIBT permission to other staff and students to discuss a possible resolution to your complaint.

The information given in this complaint is true and accurate to the best of my knowledge.

Signature: ____________________________ Date: ____________________________

IIBT Use Only: Date Received: ____________

Next Management Meeting (within 10 days of receipt of form) ____________

Classification of Complaint/Appeal:  □ Acad  □ Adm  □ Fin  □ Gen  □ Other

Actions Taken:

Date Resolved: ______________ Date Student Advised: ______________