



Declaration

- All the information provided in this form is correct and accurate to the best of my knowledge.
- I am happy to attend any meeting with relevant persons required to resolve the issue.

Signature: _____

Date: _____

Office use Only:

Receiving staff member:

Date:

Method of lodgement

- Email In Person Mail Phone

Name of the members empanelled to resolve the issue

Actions proposed by panel

Implementation of Proposed action by:

- Continuous improvement Request.
- Counselling by the relevant persons.
- Change of any service or member.
- External Counselling agency
- Referred to:
- Other (Please specify)

Outcome

- Successful Unsuccessful

Method to communicate the outcome with the complainant/appellant

- Email In Person Mail Phone

Response of complainant/appellant

- Agrees and accepts the decision done by panel (The student signs the acceptance and the record is placed in student's admin file)
- Disagrees and unhappy (Student Support Officer will contact student to help student to access services of Overseas Student Ombudsman)

Declaration by complainant/Appellant (Please tick before you sign it):

- I acknowledge that I have been communicated the outcome of the complaint/appeal lodged by me.
- I agree to the decision made by the panel and happy to accept it.
- I disagree to the decision made by the panel and would like to escalate it to an external body and I have been advised of all the required information in this regard.

Signature: _____ Date _____

Print Name: _____

Signature of MACI's representative: _____ Date _____

Print Name: _____