

UOW College Hong Kong Student Complaints Form

1. *Please ensure that you have read the UOW College Hong Kong's Student Complaints Procedure before completing this form. The guidance notes for students can be found at https://www.uowchk.edu.hk/stud_home.html*
2. *If you intend to make a **formal complaint** about the delivery or quality of services received, or about the delivery or quality of teaching, or misinformation about an academic programme, you should use this form to put forward your case. This form must be completed in English.*
3. *The completed complaints form together with the supporting evidence should be submitted to the College (e-mail: UOWCHK-main@uow.edu.au).*

SECTION A – YOUR DETAILS

Name
(English) (Chinese)

Student I.D. EID

Programme of Study Mobile Tel

(Please use additional sheet if the complaint is put forward by more than one complainant.)

SECTION B – NATURE OF THE COMPLAINT

Please give a clear and detailed description of your complaint:

Use an additional sheet if necessary.

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

Please outline the steps you have already taken to resolve your complaint *informally*:

With whom was the complaint discussed?

Name Post

Office/Division..... Date discussed

Give details of anyone else with whom you have raised the complaint.

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Please describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved:

[Empty box for describing the outcome of any action taken so far]

Use an additional sheet if necessary.

Please attach and list documentary evidence (e.g. correspondence, e-mail or other documentation) to support your complaint.

[Empty box for listing documentary evidence]

SECTION D - DESIRED OUTCOME

Please state briefly what reasonable steps you expect to be taken to resolve the complaint:

[Empty box for stating desired outcome]

SECTION E – DECLARATION

I declare that all the above information is true and accurate. I have read the Student Complaints Procedure Guidance Notes for Students. I understand that the information provided will be used by UOW College Hong Kong to investigate the complaint, and the individuals/offices/faculties concerned will be informed of the details of this complaint.

Signature

Date

FOR OFFICE USE ONLY:

a. Complaint received by Date

b. Acknowledgement sent by Date

c. Reply to Complainant by Date

d. Response from complainant received by Date

e. Follow up action (if any)

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