

# Registration of Complaint

## SECTION 1 - COMPLAINANT

This section is to be completed by the complainant or a support person.  
Please indicate by ticking the appropriate box below:

**Completed by:** Complainant  Support person

## COMPLAINANT'S DETAILS

Complainants Surname: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Programme enrolled in: \_\_\_\_\_

## SUPPORT PERSON'S DETAILS (If application is being completed on behalf of complainant).

Support Person's Surname: \_\_\_\_\_

First Names: \_\_\_\_\_ Preferred Name: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

## NATURE AND DETAILS OF THE COMPLAINT:

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**RESOLUTION REQUESTED BY THE COMPLAINANT:**

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Complainant's Signature: _____	Date: _____
Support Person's Signature: _____	Date: _____

**OFFICE USE ONLY  
SECTION 2 - RECIPIENT OF COMPLAINANT**

This section is to be completed by the person who receives the complain.  
Please indicate by ticking the appropriate box below:

Received by: Faculty Leader  Executive Dean  Complaints Officer

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Date complaint received: \_\_\_\_\_

Signature: _____	Date: _____
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**CHECKLIST**

- Form completed and signed
- Copied to the Complainant/Executive Dean/Complaints Officer/Faculty Leader
- Acknowledgement letter sent to complainant
- Complaint noted in register

### **SECTION 3 - RESOLUTION AND RECORDING PROCEDURE**

The Faculty Leader or Executive Dean are to keep a written record of the dates, times and venues of all meetings, the actions taken and agreed at the meeting and any outcomes from previous meetings.

Date:

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Action agreed:

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Action taken:

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Outcome:

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Resolution:

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### **A COPY OF THESE RECORDS MUST BE SENT TO THE COMPLAINTS OFFICER IMMEDIATELY AFTER EACH MEETING**

- Letter sent to complainant communicating resolution
- Letter copied to Executive Dean/Complaints Officer/Faculty Leader
- Resolution noted in register