|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Formulir Keluhan**  **(Grievance Form)** | | | | | Tanggal (Date) : |
|  |  |  |  |  | |
| Di isi oleh mahasiswa  (Student to fill) | | | | | |
| Nama (Name) | : | NRP  (Student number) | : | | |
| Program Studi  (Study Program) | : S1-Reg / S1-IUP / S2 / S3  (pilih opsi / *opsional*) | No. HP  (Contact) | : | | |
| Diskripsikan apa yang ingin anda adukan/complain:  (Describe matters you want to complain) | | | | | |
|  | | | | Tanda Tangan Mahasiswa  (Student Sign here) | |
|  |  |  |  |  | |
| Di isi oleh departemen  (Official to fill) | | | | | |
| Catatan:  (Note) | | | | Tanda Tangan  (Official sign) | |

Petunjuk *(direction)* :

1. Mahasiswa mengisi formulir pengaduan dan di tanda-tangani

*(Students fill out the complaint form and sign it)*

1. Mahasiswa mengirimkan formulir yang sudah terisi ke departemen(Kepala Departemen/ Sekretaris Departemen / Ketua program studi) melalui Service Desk

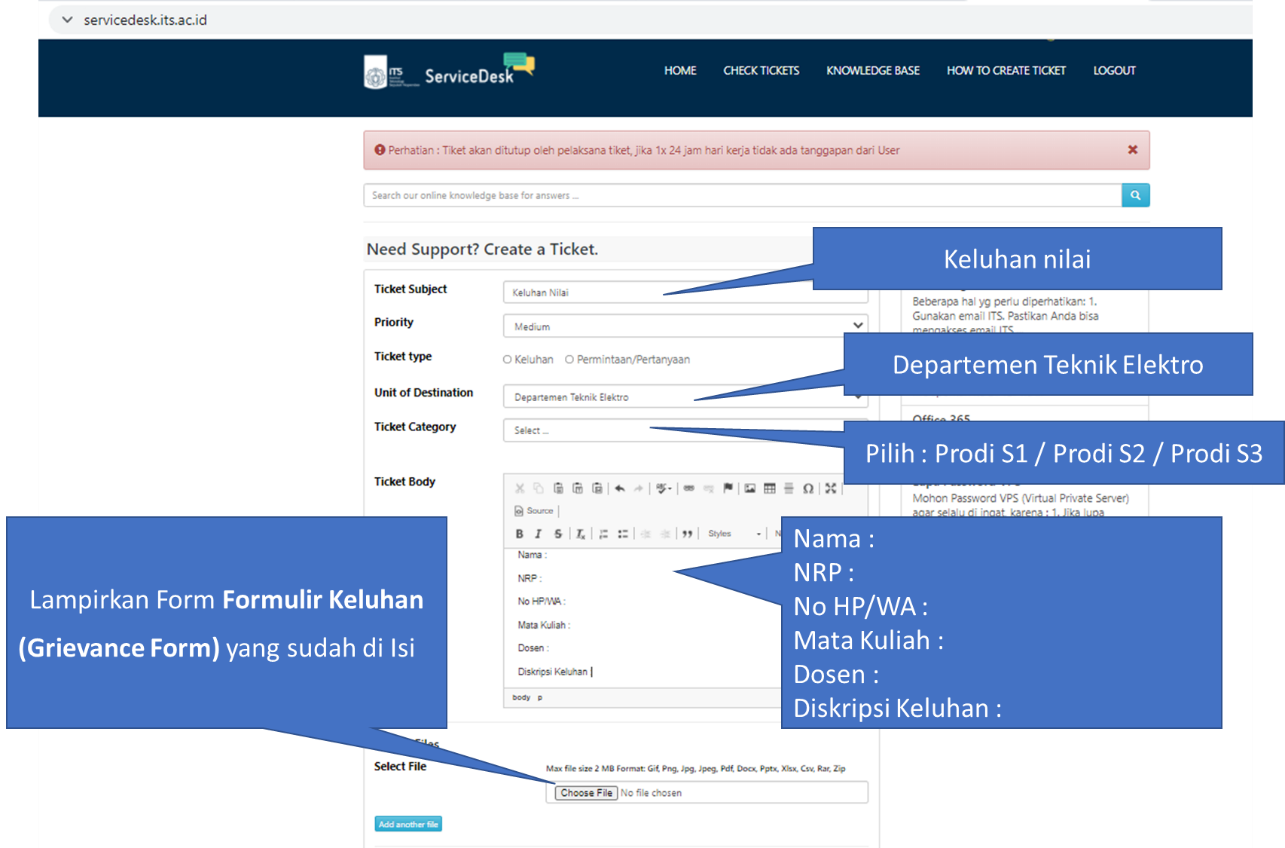
*(Students send the completed forms to the department (Head of Department / Department Secretary / Head of study program) trough Service desk*

<https://servicedesk.its.ac.id>

untuk mendaftar service desk, bisa mengikuti panduan berikut:

<https://www.youtube.com/watch?v=pjjelHpUoUI>

Contoh Isian



1. Manajemen akan menindaklanjuti pengaduan

(*Management will follow up on complaints)*

1. Manajemen akan memberitahukan hasil tindak lanjut ke mahasiswa melalui service desk

*(Management will notify the results of follow-up to students via service desk)*

1. Periksa update tiket service desk secara berkala

*(Check your service desk ticket regularly)*