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| --- | --- |
| **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)*