

Student Complaints Form

1 Overview

This complaints form is for higher education students who wish to make a formal complaint. Complaints can be of an academic or non-academic nature. You are encouraged to read *Student Grievance Policy and Procedure*, which outlines the policy and procedure for handling complaints at AIE Institute including informal and formal resolution. You are also encouraged to read other policies and procedures that relate to your complaint.

This form contains various sections, depending on the type of complaint. Please refer to *Student Grievance Policy and Procedure* to assist you with determining the type of complaint and the process:

- a. **Academic complaints:** concerns about academic progress or other academic matters.
- b. **Non-academic complaints:** matters of an administrative nature or complaints about another person.

2 Student details

Title:		Last Name:		First Name:	
Preferred Name:					
Student ID, if enrolled (please specify if you are a potential student/applicant):					
Postal Address:					
Telephone:		Mobile Phone:			
Student email (if enrolled or personal email if potential student/applicant):					
Contact Preference (your preferred means of contact, and preferred times):					
Course Name:		Campus:			

3 Complaint type

Please select from the list below the complaint type that best describes your situation. If your complaint type is not listed, then please select 'other'. For all complaint types except 'Assessment (remark or grade review)', go to section 4, and also complete sections 5 and 6.

Academic Matters	Non-Academic Matters
<input type="checkbox"/> Course structure or content	<input type="checkbox"/> Student Administration
<input type="checkbox"/> Assessment (general)	<input type="checkbox"/> Student Support Services
<input type="checkbox"/> Assessment (remark or grade review – see below)	<input type="checkbox"/> Facilities
<input type="checkbox"/> Plagiarism and cheating	<input type="checkbox"/> Staff conduct (non-academic staff)
<input type="checkbox"/> Teaching staff conduct	<input type="checkbox"/> Fees, refunds, fines
<input type="checkbox"/> Admissions	<input type="checkbox"/> Privacy
<input type="checkbox"/> Credit and RPL	<input type="checkbox"/> Perceived unfairness, discrimination, inequity
<input type="checkbox"/> Classroom behaviour	<input type="checkbox"/> Bullying, harassment
<input type="checkbox"/> Attendance	<input type="checkbox"/> Other (please briefly describe):
<input type="checkbox"/> Intellectual Property	
<input type="checkbox"/> Student supervision on excursions or work placement	
<input type="checkbox"/> Other (please briefly describe)	

3.1 Assessment (remark or grade review)

You must have already requested a review of a mark or grade with the relevant lecturer in the first instance in accordance with section 4.7 *Appeal against marks or grades* in the *Assessment, Moderation and Progress Policy and Procedure*, and not resolved the matter before you can lodge a formal complaint.

If you have not already lodged a request for a review of an assessment mark or grade with the lecturer, you should read section 4.7 *Appeal against marks or grades* in the *Assessment, Moderation and Progress Policy and Procedure*. You should also refer to the Marking Rubric and any other information provided in the relevant Student Study Guide to ensure that you have met all of the requirements and to help you understand the mark or grade that has been given.

If you are eligible and wish to lodge a formal complaint, then you may continue with completing this form by selecting 'Assessment (remark or grade review)' from the list below and go to section 3, and also complete sections 4 and 5.

4 Complaint details

4.1 Summary of complaint

Please summarise your complaint and provide details of the location, date, time and names of people involved. Please explain how you have been impacted by issue. Please provide copies of any evidence such as information or documentation to support your complaint.

4.2 List of evidence attached

Please provide copies of any evidence such as information or documentation to support your complaint, and list them below. Please also include the names and contact details of any witness or other persons who may support your complaint.

4.3 Actions to date

Please outline any informal actions you have taken to try to resolve the matter so far, and outline who you have spoken to. Explain why you believe that these actions have not resolved the complaint to your satisfaction.

4.4 Proposed resolution

Describe your proposed resolution and how you believe it will resolve the complaint. Tell us what steps you think need to be taken.

5 Declaration

In signing this *Student Complaints Form*, I declare that:

- I have read and understood *Student Grievance Policy and Procedure* and any other associated policies and procedures.
- The information contained in this form is true and accurate to the best of my knowledge and is not vexatious or frivolous.
- I understand the process for handling complaints.
- I understand that all information about this complaint will be treated confidentially by persons handling this complaint, unless required to disclose by law. The details of my complaint may be shared with the person I have complained about, and any potential witnesses. My identity may also be disclosed to relevant parties as part of the investigation procedures.

Signature of Complainant: _____ **Date:** _____

Complainant Name: _____

6 Submitting your complaint

Please consult with Student Support staff if you need assistance before finalising your application.

Ensure that you sign this form, include your evidence documents, and mark it '**personal and confidential**'.

For academic matters return this form to the Academic Director via one of the following options:

- a. Email to: AcademicBoard@aieinstitute.edu.au

For non-academic matters return this form to the CEO via one of the following options:

- b. Email to: EMC@aieinstitute.edu.au

After submitting your complaint, you will receive notification of receipt in writing. Your complaint will be referred to the relevant senior officer at AIE Institute, in accordance with procedures in *Student Grievance Policy and Procedure*. Records will be maintained.

7 Office use only

Date Received:		Date Receipt Sent to Student/Applicant:	
Complaint No.:			
Staff Member Assigned:		Date Sent by Email:	

7.1 Preliminary check

- All evidence is attached
- Some evidence is attached – evidence requested
- No evidence is attached – evidence requested

Signature: _____ Date: _____

7.2 Final decision:

I have assessed the application and have decided to:

- Uphold the complaint
- Reject the complaint

Reasons:

Name of Decision-maker: _____

Signature: _____ Date: _____

Administration:

- Letter and associated documents sent to complainant Date: _____