

FORMAL GRIEVANCE FORM

Policy Code: FGF - 001 Version: 1.0 Effective Date: 2nd April 2018

GRIEVANCE PROCESS

The Grievance Process is summarised below, however for the full policy:

• Domestic students should refer to the Grievance Policy - VET.

Stage 1 – Informal Resolution Process: You attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with a member of student support or academic staff or systematised and lodged via the college.

Stage 2 – Formal Resolution Process: You have been unable to resolve the grievance informally. The formal grievance procedure begins when you state in writing, using this form, that you have a grievance and submit the completed form directly to the Student Services.

Stage 3 - Appealing the Original Decision: If you are dissatisfied with the outcome of your grievance, you may lodge an appeal with the College Manger (for academic grievances) or Head Trainer, Student Services (for non-academic grievances) within 20 working days of being informed of the decision. Your appeal MUST detail the reasons for the appeal. The College Manager, the Head Trainer, Student Services are responsible for reviewing appeals relating to formal grievances and convening the Complaints.

Stage 4- External Independent Review: If you are dissatisfied with the outcome of your appeal, you may make a written request to the College Manager or the Head Trainer, Student Services, for an independent external review of the decision. You will be provided with access to an external independent review of the grievance decision. Charges may apply for these services.





1. PERSONAL DETAILS

Select one option : Student (provide student number):

Campus :						
Title :	Given Name :		Family Name :			
Postal Address :						
Suburb :	State :		Postcode :			
Phone Number :						
Email :						
Course (if student) :						
2. GRIEVANCE DETAIL	S					
What does your griev	ance relate to?					
Age care facility/ hospitality		Student Finance	Course Transition			
☐ Facilities		🗖 General Feedback	Teaching & Learning			
Student Support & S	ervices					
Other (Please descri	be)					

Please answer the following questions to describe your grievance and the steps you have/have not already taken (attach a separate page if more space required):

What is your grievance?



Image: Non-state intervalImage: Non-state interval</t



What steps, if any, have you taken to resolve your grievance with the College?

Please include supporting documentation where applicable. In the table below, include the date(s) of each event, names and titles of staff members involved, and the document reference number (e.g.: doc 1, doc 2, etc.) for each supporting document. Attach additional sheets as necessary.

Date(s)	Event Details	Document Reference

If you have made no attempt to resolve your grievance with the College before now, please explain why:

PRIVACY DETAILS

In compliance with the Privacy Amendment (Private Sector) Act 2000, the information on this form will only be used for purposes associated with this application. Information collected is used solely for the purpose of assisting the College to make an informed decision on your case, and will not be disclosed unless authorised by you, or required by law.

3. DECLARATION

Student Full Name:

I (the undersigned), hereby affirm the information provided in this form to be true and correct. I authorise the College to obtain further information with respect to my grievance and, if necessary, to investigate the legitimacy of my claims.

Signature :		Date	2	
OFFICE USE ONLY Received by (name) Activity created and details entered into Ax Grievance type : Academic / Non-acad Forwarded to:		1	Ν	



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