# Student Academic and Non-Academic Grievance / Complaint Form



Specialist centre for foods, tourism, hospitality & events

Created in consultation and to be used in conjunction with the Student Academic and Non-Academic Grievance/Complaints Policy and Student Academic and Non-Academic Grievance/Complaints Procedure

### **1.** Contact Information

Name:														
Status:	(	Current Studen	t	Student	ID Number:									
	F	Potential Stude	nt											
	F	Past Student												
	(	Other		Ple	ease Specify:									
Phone:					Email:									
2. Da	ates													
Date of Action that prompted Grievance:														
3. Forms and Support														
Please complete and attach the form appropriate to your Grievance/Complaint:														
Part A: Grievance/Complaint Information (Other than Academic or Inappropriate Behaviour)														
Part B: Academic Grievance/Complaint Information														
Part C: Inappropriate Behaviour (eg: Bullying, discrimination)														
Signatur	e:							Date	e:	/	/			
4. (	Offic	e Use O	nly											
Grievance/Complaint is rela				Part A:	Grievance/Comp	plaint								
			Part B: Academic Grievance											
				Part C:	Inappropriate Be	ehaviour								
Form	receive	ed by:								Date:		/	/	
Depar	tment lı	nternal File No:				Locatio	on of file							
			(To remain the	e same throughc	out grievance proces	ss)								
WAI D	)epartn	nent/Division:												
Required Forms and Information Attached:														
	14110117	Allacheu.												
Outco	ome:													

### Student Academic and Non-Academic Grievance / Complaint Form



### Part A: Grievance/Complaint Information (Other than Academic or Inappropriate Behaviour)

#### Nature of Grievance:

- > For Academic Grievance see Part B
- > For Inappropriate Behaviour Grievance - see Part C

settle the grievance?

**Other Comments:** 

Payment of fees Student charge Scholarships Enrolment / Induction / Orientation Course Transfer Access to personal records Personal Information Interaction with institute staff Student selection Student progress Curriculum Graduation Awards within a course Privacy Other (please state): **Details:** Please outline what you have already done to resolve this complaint and the outcome (if applicable) eg. Informal actions such as talking to your teacher, Program Leader etc: What is your desired outcome which you believe would

#### Please attach the following:

- > Supporting Documentation (if any)
- > You may attach additional pages if space is insufficient

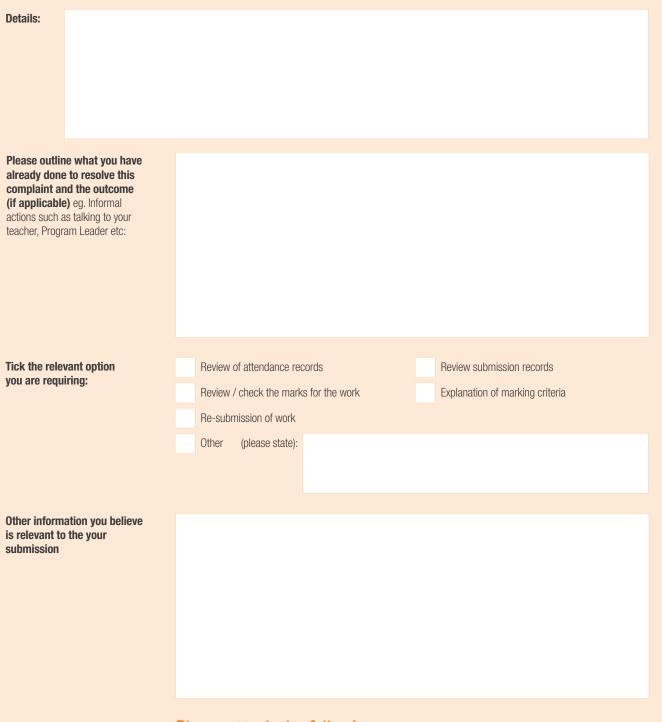
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### Part B: Academic Grievance/Complaint Information



### Please attach the following:

- > Supporting Documentation (if any)
- > You may attach additional pages if space is insufficient

## Student Academic and Non-Academic <u>Grievance / Complaint F</u>orm



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### Part C: Inappropriate Behaviour

William Angliss Institute (WAI) is committed to providing an environment free from any form of inappropriate behaviour such as unlawful discrimination, sexual harassment, racial and religious vilification, and bullying.

*William Angliss Institute Student Complaint Process (relating to Issues of Inappropriate Behaviour, including Unlawful Discrimination, Sexual Harassment, Racial and Religious Vilification, and Bullying)* provides a mechanism for lodging and resolving complaints regarding inappropriate behaviour. Students should read through the process carefully and seek advice from a range of staff including Program Leaders, Student Support Staff, or Counsellors if they are unsure how to proceed.

Type of Complaint:	Unlawful discrimination Racial vilification	Sexual harassment Religious vilification
	Bullying	
<b>Details of Complaint.</b> Clearly state the details of the behaviour leading to the complaint:		
When and Where did the behaviour occur?		
Who was involved?		
Were there any witnesses? If yes provide names and contact details.		
What impact did this incident have on you and others?		
What is your desired outcome which you believe would settle the grievance?		

You may attach additional pages if space is insufficient