

Student Academic and Non-Academic Grievance / Complaint Form

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 Student Student ID Number:
 Potential Student
 Past Student
 Other Please Specify:

Phone: Email:

2. Dates

Date of Action that prompted Grievance: / / Date Grievance was initially reported: / /

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)

Signature: Date: / /

4. Office Use Only

Grievance/Complaint is related to: Part A: Grievance/Complaint
 Part B: Academic Grievance
 Part C: Inappropriate Behaviour

Form received by: Date: / /

Department Internal File No: Location of file:
(To remain the same throughout grievance process)

WAI Department/Division:

Required Forms and Information Attached:

Outcome:

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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

Payment of fees

Scholarships

Course Transfer

Personal Information

Student selection

Curriculum

Awards within a course

Other (please state):

Student charge

Enrolment / Induction / Orientation

Access to personal records

Interaction with institute staff

Student progress

Graduation

Privacy

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 settle the grievance?

Other Comments:

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

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:

Tick the relevant option you are requiring:

- | | |
|--|--|
| <input type="checkbox"/> Review of attendance records | <input type="checkbox"/> Review submission records |
| <input type="checkbox"/> Review / check the marks for the work | <input type="checkbox"/> Explanation of marking criteria |
| <input type="checkbox"/> Re-submission of work | |
| <input type="checkbox"/> Other (please state): | |

Other information you believe is relevant to the your submission

Please attach the following:

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

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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

Sexual harassment

Racial vilification

Religious vilification

Bullying

Details of Complaint.

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