

COMPLAINT FORM

This form is to be used by all students, including potential students, who want to make a complaint about an Academic and/or Non-Academic Matter. Students are advised to read the Student Complaints and Appeals Policy and Procedure, located on College website, before completing this form.

Your Details: (please enter details as to how we can contact you for the duration of this complaint)	
Title:	Surname:
Given name/s:	
Postal Address:	
Email Address:	
Mobile:	Telephone (Home):
Student Status: (please tick the box below that describes your current enrolment status)	
<input type="checkbox"/> potential student (not enrolled, but seeking to enrol)	
<input type="checkbox"/> enrolled student (student number) #: _____	
Complaint Type: (Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe briefly)	
Non-Academic Matters	Academic Matters
<input type="checkbox"/> Student Support Services (course application and enrolment processes)	<input type="checkbox"/> Education and Training Programs (course structure and content, quality of teaching and course delivery)
<input type="checkbox"/> Facilities and Amenities classrooms/venue/grounds)	<input type="checkbox"/> Assessment matters
<input type="checkbox"/> General administration (fines and payments)	<input type="checkbox"/> Conduct of teaching staff and/or other students
<input type="checkbox"/> Perceived discrimination, unfairness and injustice	<input type="checkbox"/> Attendance procedures (where relevant)
<input type="checkbox"/> Bullying, harassment	<input type="checkbox"/> Recognition of Prior Learning (RPL applications)
<input type="checkbox"/> Use or misuse of personal information	<input type="checkbox"/> Student supervision (while in class, on vocational placement or practicum)
<input type="checkbox"/> Conduct of staff – non teaching staff	<input type="checkbox"/> Issues relating to authorship or intellectual property
<input type="checkbox"/> Other (please describe briefly)	<input type="checkbox"/> Other (please describe briefly)
<input type="checkbox"/> Appeal against a previous decision	
What are the details of your Complaint? - Provide a summary of your Complaint/ Appeal, include details such as the location, date, and time, names of any people involved and/or areas of the College involved. Please attach any information or documentation you wish to have considered to support your Complaint.	
Please Specify:	

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What have you done so far to resolve your Complaint? - Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.

What do you think needs to be done to address your Complaint? Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.

Information about Complaints: Students must read Allora College’s Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find Allora College Student Complaints and Appeals Policy and Procedure under ‘Policies’ @ <http://www.allora.edu.au> or you can contact the College to discuss the complaint process.

Declaration: I understand that in making this Complaint;

I have read Allora College’s Student Complaints and Appeals Policy and Procedure

My Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and

The information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: _____ **Date:** ____/____/____

Office Use Only Date Received: _____

Name of the Allora College’s Representative(receiving complaint):

Signature:

Date: