



DRAFT STUDENT COMPLAINT FORM

Student Details: (please enter details as to how we can contact you for the duration of this complaint)

Given name/s:	Surname:
Course Name:	Admission Date:
Residential Address:	
Email Address:	Mobile:

Contact Preference: (please specify if you have a preferred way or time to be contacted)

Student Status: (please tick the box below that describes your current enrolment status)

Potential student (*not enrolled, but seeking to enrol*)

Enrolled student Student ID Number

Complaint Type: (Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe it 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"/> Attendance procedures (where relevant)
<input type="checkbox"/> Perceived discrimination, unfairness and injustice	<input type="checkbox"/> Recognition of Prior Learning (RPL applications)
<input type="checkbox"/> Bullying, harassment	<input type="checkbox"/> Student supervision (while in class, on vocational placement or practicum)
<input type="checkbox"/> Use or misuse of personal information	<input type="checkbox"/> Issues relating to authorship or intellectual property
<input type="checkbox"/> Conduct of staff – non teaching staff	<input type="checkbox"/> Conduct of teaching staff and/or other students
<input type="checkbox"/> Other (please describe briefly)	<input type="checkbox"/> Other (please describe briefly)

Information about Complaints:

Students must read the Australian Institute of Technology and Commerce Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find AITC Student Complaints and Appeals Policy and Procedure under 'Policies' on aitc.edu.au website or you can contact the Student Services Manager to discuss the complaint process.

Declaration:

I understand that in making this Complaint;

- I have read Australian Institute of Technology and Commerce 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: __/__/____

Where to lodge your completed Complaint Form:

Please submit your completed Complaint Form and any supporting documentation in person directly at Australian Institute of Technology and Commerce.

Office Use Only

Received by:

Date Received:

File Number:

Decision**Reasons**

[insert name]

[Position]

[Signature]
(Date)