

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 SGA Student Complaints and Appeals Policy and Procedure, located on your 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):

**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 number)*

**College:** *(insert the name of your College)*

**Course:** *(insert the name of your Course)*

**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"/> <b>Student Support Services</b> <i>(course application and enrolment processes)</i>	<input type="checkbox"/> <b>Education and Training Programs</b> <i>(course structure and content, quality of teaching and course delivery)</i>
<input type="checkbox"/> <b>Facilities and Amenities</b> <i>classrooms/venue/grounds)</i>	<input type="checkbox"/> <b>Assessment matters</b>
<input type="checkbox"/> <b>VET Fee Help, Fee Help and other Fee for Service arrangements</b>	<input type="checkbox"/> <b>Conduct of teaching staff and/or other students</b>
<input type="checkbox"/> <b>General administration</b> <i>(fines and payments)</i>	<input type="checkbox"/> <b>Attendance procedures</b> <i>(where relevant)</i>
<input type="checkbox"/> <b>Perceived discrimination, unfairness and injustice</b>	<input type="checkbox"/> <b>Recognition of Prior Learning (RPL applications)</b>
<input type="checkbox"/> <b>Bullying, harassment</b>	<input type="checkbox"/> <b>Student supervision</b> <i>(while in class, on vocational placement or practicum)</i>
<input type="checkbox"/> <b>Use or misuse of personal information</b>	<input type="checkbox"/> <b>Issues relating to authorship or intellectual property</b>
<input type="checkbox"/> <b>Conduct of staff – non teaching staff</b>	<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>
<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>	<input type="checkbox"/> <b>Other</b> <i>(please describe briefly)</i>



**Information about Complaints:**

Students must read the SGA Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find the SGA Student Complaints and Appeals Policy and Procedure under 'Policies' on your College website or you can contact the Student Services Manager at your College to discuss the complaint process.

**Declaration:**

I understand that in making this Complaint;

- I have read the SGA 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:**

Give your completed Complaint Form and any supporting documentation to the Phase 2 Responsible Officer as identified in the Policy, usually the Head of College or delegate at your College, or attach the completed Complaint Form and supporting documentation and Email to: [complaints@studygroup.com](mailto:complaints@studygroup.com)

**Office Use Only**

Date Received

Receipt Provided 

File Number:

College