

Formal Grievance Application Form

Important Information

This form applies to students and prospective students who, having exhausted the possibility of the informal complaint resolution process, wish to escalate the matter by lodging a formal grievance. This form should be read in conjunction with the following policies:

- *Grievance & Appeals Policy*
- *Admissions Policies*
- *Tuition Fee Refund Policies*
- *Assessment Policy*
- *Misconduct Policy*
- *Privacy Policy*
- *Sexual Assault and Sexual Harassment Prevention & Response Policy*

All policies referenced in this document can be found in the FAQ section of the Collarts website and accessed via the Student Resources section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>

All students, prospective students and any other parties to Collarts are entitled to access the grievance procedures set out in the *Grievance & Appeals Policy*, regardless of the location of the campus at which the grievance has arisen, their place of residence or the mode in which they study.

The procedures set out in the *Grievance & Appeals Policy* do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Examples of Grievances

An “**Academic Grievance**” means a written complaint where a student believes they have received unreasonable treatment in relation to matters such as:

- Academic progress
- Assessment and grading matters
- Course content, structure or delivery
- Decisions in relation to academic misconduct
- Supervision of internship placements
- Copyright or intellectual property

A “**Non-Academic Grievance**” means a written complaint where a student, prospective student or third party believes they have received unreasonable treatment in relation to matters such as:

- Admission processes or decisions
- Enrolment processes or decisions
- Timetabling processes
- Decisions in relation to non-academic misconduct
- Financial status of a student (except in relation to Tuition Fee or FEE-HELP Refunds)
- Discrimination, harassment, bullying or intimidating behavior

It is expected that most complaints can be resolved with informal resolution (Stage 1). Informal resolution provides the best opportunity for open and direct dialogue and is the most time effective strategy.

However, if this informal approach does not lead to an acceptable resolution then a formal grievance process can be initiated under Stage 2 by lodging this *Formal Grievance Application Form*.

The Application Process

A Complainant wishing to lodge a formal grievance must submit this *Formal Grievance Application Form*, including all supporting documentation to any Collarts campus reception or Student Services Office, or by emailing it to support@collarts.edu.au.

This form can be downloaded via the *Policies* section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php> or the FAQs section of the Collarts website.

The form must be completed in full to provide the following information to assist with investigation and the determination of a reasonable resolution:

- A clear description of the grievance, including date, location and persons involved
- A summary of the processes and steps taken to date to try and resolve the grievance informally
- A proposed resolution which they believe will settle the grievance
- Attach any documentation in support of the grievance or proposed resolution

Student Services will only consider a formal grievance complete and eligible for investigation when all sections have been completed and the form has been signed by the Complainant. Incomplete application forms will not be accepted. A Complainant may withdraw a formal grievance at any stage by giving written notice to the Office of the Registrar.


Assessment & Notification of Outcome

On receipt of a completed application, Collarts will assess the request in accordance with the *Grievance and Appeals Policy* and advise the Complainant of the outcome in writing, via email within **fifteen working days**.

The Complainant must accept or reject the offer of resolution within **ten working days** of the date of the *Grievance Outcome Letter*.

Privacy Statement

Collarts is committed to the protection of privacy in accordance with the Privacy Act 1988. Collarts collects, stores and uses personal information only for the purposes of administering student admissions, enrolment and education. All information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal and regulatory compliance requirements of Collarts as a higher education provider. For more information on our approach to privacy, please refer to our *Privacy Policy* on the Collarts website or Student Handbook.

LODGEMENT RECEIPT received by Collarts for assessment	
Collarts 	Date:
	Name:
Student Number:	

Please retain this cover sheet for your records.

Formal Grievance Application Form

PERSONAL DETAILS

First Name: _____ Last Name: _____

Student ID Number: _____ Contact Phone Number: _____

Program: _____

TYPE OF GRIEVANCE

- Academic
- Non-Academic

LIST UNITS CONCERNED (for academic grievance)

DESCRIBE YOUR GRIEVANCE

DID YOU ATTEMPT TO RESOLVE THIS ISSUE INFORMALLY? (if yes, please explain further)

AUTHORISATION

*I declare that the information provided by me is true and correct. I have read and understood the information contained on this form and the **Grievance & Appeals Policy** as published on the FAQs section of the Collarts website or the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php>.*

Student Signature: _____ Date: _____

Grievance Officer Signature: _____ Date: _____

OFFICE USE ONLY

Staff Name:	<input type="radio"/> Approved	<input type="radio"/> Profile Updated	<input type="radio"/> Notification Sent
	<input type="radio"/> Declined		