

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 lodge a formal grievance. This form should be read in conjunction with the following policies:

- Grievance & Appeals Policy for Academic Matters
- Grievance & Appeals Policy for Non-Academic Matters
- Admissions Policies for Domestic and International Students
- Assessment Policy
- Tuition Fee Refund Policy
- Privacy Policy

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

All students, prospective students and any other parties to Collarts are entitled to access the grievance procedures set out in the college Grievance & Appeals Policies, 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 college Grievance & Appeals Policies 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 or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Academic progression
- Assessment and grading matters
- Course content, structure or delivery
- College 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 or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Admission processes or decisions
- Enrolment processes or decisions
- Timetabling processes
- College 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

The college expects 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, when 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 Form’.

Lodging the Application Form

You can lodge your completed application ie. including all supporting documentation to Student Services by one of the following means:

In person: To any Collarts campus reception or Student Services Office.

By email: support@collarts.edu.au

The Application Process

A Complainant wishing to lodge a formal grievance must submit this ‘Formal Grievance Form’, which can be downloaded via Student Resources section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php> and FAQs section of the college website, to Student Services at the Student Services Desk.

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 filled-in and the form has been signed by the Complainant. Incomplete application forms will not be accepted.

Assessment & Notification of Outcome


On receipt of your completed application, Collarts will assess the request in accordance with the Collarts *Deferral, Suspension or Cancellation of Enrolment Policy* and advise you of the outcome in writing within ten (10) working days.

If the granting of deferral affects the course duration for an international student, the change will be reported to DIBP via PRISMS in accordance with Standard 9 of the National Code 2007.

If the application is denied, the student will be notified by email advising the reasons for refusal and their right to appeal the decision. Students wishing to make an appeal should refer to the college Grievance & Appeals Policy which can be found at the Student Resources section of the MyCollarts student portal at <http://mycollarts.edu.au/login/index.php> or in the Student Handbook on the college website.

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 in the Student Handbook.

LODGEMENT RECEIPT received by Collarts for assessment	
	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 (if academic)

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, at the **Grievance & Appeal Policy** as published in the Collarts Student Handbook and FAQs section of the college website.*

Student Signature: _____ Date: _____

OFFICE USE ONLY

Grievance Officer Signature: _____ Date: _____

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