

HEFOR04 COMPLAINT AND GRIEVANCE FORM

The following form is to be completed by students wishing to lodge a complaint or lodge an appeal against a decision made by Southern Cross Education Institute. Please refer to HEPP03 Complaint and Grievance Policy and Procedure which can be found in the Student Handbook, Southern Cross Education Institute - Higher Education website and at the reception.

STUDENT DETAILS

DATE:			
STUDENT ID:			
FIRST NAME:			
SURNAME:			
ADDRESS:			
PHONE:		EMAIL:	

DETAILS OF COMPLAINT / GRIEVANCE

Is it a complaint or a grievance?	<input type="checkbox"/> Complaint (Initial notification of an issue that has occurred) <input type="checkbox"/> Grievance (A grievance against a decision that has been made by the Southern Cross Education Institute - Higher Education)
What have you done to resolve the matter so far?	
Request/outcome What outcome do you seek?	
Evidence (Please attach any evidence to support your application).	<input type="checkbox"/> Medical certificate <input type="checkbox"/> Communications with SCEI-HE staff <input type="checkbox"/> Other
Details of complaint/grievance (this can be typed and attached to this form)	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

STUDENT DECLARATION

I, hereby declare that all the information provided in this form is true and correct.

Signature of Student: _____ Date: _____

IMPORTANT NOTICE FOR STUDENTS

- In order to protect your privacy, this form MUST be handed to a Student Welfare officer.
- Ensure that all the supporting documents (if applicable) are attached with this form.

THIS PAGE IS FOR OFFICE USE ONLY

STEP 1: RECEIVING THE FORM	
<p>To be completed by the SCEI-HE student administration.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> All Required Sections Completed <input type="checkbox"/> Student Details Provided <input type="checkbox"/> Student Signature <input type="checkbox"/> Supporting Documents Provided <input type="checkbox"/> Complaints and Grievance Policy explained to the student <p>Staff Name _____</p> <p>Staff Signature _____</p> <p>Date _____</p> <p><i>Please forward this to the Course Coordinator or Academic Director for assessment.</i></p>
STEP 2: ASSESSMENT OF FORM	
<p>To be completed by the Academic Director</p> <p>This application must be assessed in accordance to HEPP03 Complaints and Grievance Policy and Procedure.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Outcome of Complaint / Grievance <input type="checkbox"/> Complaint Upheld <ul style="list-style-type: none"> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Student notified in writing of the outcome <input type="checkbox"/> Copy of written notification attached with this form <p>Staff Name _____</p> <p>Staff Signature _____</p> <p>Date _____</p>
STEP 3: FILING	
<p>To be completed by Student Support.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> The form has been completed by all parties. <input type="checkbox"/> All Supporting documents are attached with the form. <input type="checkbox"/> Copies of all written correspondence sent to the student are attached with the form. <p>Staff Name _____</p> <p>Staff Signature _____</p> <p>Date _____</p> <p style="text-align: center;"><i>Please file in the student admin file.</i></p>

All information contained in this document is subject to Privacy Act (1988) Privacy Act and Health Records Act 2001. Information will only be shared with the appropriate government agencies in line with relevant policies pertaining to enrolment, Student Visa and census reporting as per legislative requirements.