

Student Formal Complaints Form

Purpose of the form:

This formal complaint form should be completed by students, who would like to lodge a formal complaint about the academic and/or the non-academic operations of the Higher Education Australia (HEA).

Instructions:

1. Before lodging a complaint via this form, carefully read and understand the HEA's *Student Complaint and Appeals Policy and Procedure* available on HEA's website.
 2. Carefully read and address the sections of this form that are applicable to the nature of your complaint. If you need assistance understanding this form, please contact HEA's reception or email them at admin@highereducationaustralia.org.
 3. Please type your response so we can properly read and understand your complaint.
 4. Please e-mail the completed form along with any supporting documents to admin@highereducationaustralia.org or take the completed form along with any supporting documents to Student Support Services.
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Section A: Student Personal Details and Course Details

Student ID:

Family Name:

Given Name (s):

Date of Birth:

E-mail:

Mobile Number:

Address:

Course Name:

Section B: Complaint Nature*

☐ Academic Complaint

☐ Non-Academic Complaint

Section C: Complaint Details

Please provide below in as much detail as possible the details of your complaint, including but not limited:

- Name of all the individuals involved as a part of this complaint
- Place, date and time where the incident you are complaining about took place
- Steps you took to resolve the complaint informally before completing this form
- Response you received when trying to resolve the complaint informally
- Documents that you are submitting to support your complaint

Note: Students may choose not to include full details of the complaint if they are not comfortable with presenting them on this form; however, failing to provide all details of the complaint may make it difficult for HEA to properly address your complaint adequately. If you need assistance, please contact HEA's Student Support Services.

Provide your complaint details below:

Section D: Expected Outcome of this Complaint

Please provide in detail the outcome you expect to receive from lodging this formal complaint.

Section E: Student Declaration

☐ I have carefully read and understood the HEA's requirements set out in the Policy and Procedure.

☐ I declare that all the details provided by me in this form and all the supporting documents provided along with this form are true, correct and authentic.

☐ I understand that my complaint will be assessed by HEA according to the *Student Complaints and Appeals Policy and Procedure*.

Student Signature: _____ **Date:** _____

HEA's Office use only:

Application received on: ____/____/____

Application received by:

Is the form complete and the applicable supporting documents are attached?

☐ Yes

☐ No (student has been contacted for further information)

Assessment Details:

Complaint Outcome (please also include reasons for decision):

Authorised by:

Authorised Staff Signature:

Date: