

# Student Complaints, Grievances and Appeals Form

This form can be used to make a **formal complaint** about:

- An IIT course/program or related student service, including equipment and resources.
- The conduct of another student(s), staff member(s), volunteer(s), or person(s) external to IIT with whom students interact in relation to their involvement with IIT.
  - Eg. disruptive behaviour, property theft or damage, bullying or discrimination
- An IIT policy, procedure or administrative process, including an unresolved appeal regarding an assessment.

OR **Appeal** a formal complaint outcome

Your Details	
<b>Surname:</b>	<b>Given names:</b>
<b>Date of birth:</b>	<b>Phone No:</b>
<b>Email:</b>	
<b>Address:</b>	
<b>Course/program enrolled in:</b>	
<b>Student number:</b>	

## Formal Complaint Details

**What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.**



**Do you have any evidence to support your complaint? Please list any witnesses who can support your statement and attach copies of relevant documents.**

**Have you tried to resolve the matter informally? If so, what did you do, who did you ask for help and what was the result? If you have not attempted to resolve the matter informally, please explain why.**

**What effect has the event/action had on you? And what outcome would you like?**

## Formal Complaint Appeal Details

**Why do you not agree with the resolution of the complaint?**

**Do you have any new evidence to support your complaint? Please attach copies of relevant documents.**

**What outcome would you like?**

Please read the statements below and check the boxes in acknowledgement.

- I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) may be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.
- I have read the Student Complaints and Appeals Policy and understand the process, potential consequences and outcomes of lodging this complaint.

Please lodge this form and supporting documents to the CEO at:  
314/1 Queens Road Melbourne VIC 3004 or via email to [education@iit.edu.au](mailto:education@iit.edu.au)

We will endeavour to contact you as soon as possible regarding your application (within a maximum of 5 days). If you are unhappy with the way your complaint is handled you may be able to appeal the outcome internally or lodge a complaint with an external organisation. This request must be in writing to the CEO who will confirm receipt within 48 hours. The complainant will be notified of the outcome of the review within 5 working days or will be notified if this is not possible.

For further information please refer to the Student Complaint & Appeal Policy, or the education team.

Privacy notification: IIT is subject to the Privacy Act 1988. Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in a complaint's register administered by the CEO and Management. See the IIT website – Student Information Guide for further information or the IIT Student Enrolment Information available within your eLearning platform.

Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Office Use Only</b>	
Date received:	
Referred to:	Date referred: