

STUDENT FORMAL GRIEVANCE FORM



Complete this form in BLOCK LETTERS.

Student Information

This form should be used if you wish to lodge a formal grievance (complaint or appeal) with the Office of The Registrar under the terms of the [Student Grievance Resolution Policy and Procedure](#). Students are strongly encouraged to seek informal resolution of staff-related grievances in the first instance.

For more information refer to The [Student Grievance Resolution Policy and Procedure](#). Students who require assistance or advice regarding the AIA's student grievance resolution processes should contact the AIA Student Services in the first instance.

If you require support and advocacy throughout the grievance process, please contact a [Student Services Officer](#) or the Dean of Students.

PERSONAL DETAILS

Family name:	
Given name(s):	
Student ID Number:	
Date of Birth:	
Email Address:	
Contact Number:	
Current Address:	
Course of Study:	

COMPLAINT / APPEAL DETAILS

Is this Application	☐ A Complaint	OR
	☐ An Appeal against a decision / outcome / grade	
Is this Application	☐ An Academic Matter	☐ A Non-academic Matter

Please provide a detailed explanation of the Complaint / Appeal and any action taken (if applicable)

(Attach separate page if more space is required and any documentation evidence)

Date/Time of Action Taken

EVIDENCE ATTACHED
Yes (Y) or No (N)

Note: If you are appealing a mark or a grade, please note that the AIA does not recognise grievances relating to academic judgement. AIA's position is that academic judgement is a proper part of higher education and the learning environment. However, where a student has evidence that a bias in academic judgement has occurred, then a student has a right to pursue a grievance under this policy.

The name of people, staff, or organisations you have approached in relation to your Complaint / Appeal?	Date/Time of Action Taken	EVIDENCE ATTACHED Yes (Y) or No (N)

In your opinion, what do you believe would be a suitable solution for this Complaint / Appeal?

STUDENT DECLARATION

I confirm that I have identified the Complaint / Appeal according to the best of my knowledge and attached any supporting documentation that I have relevant to this matter.

I confirm that I have read [Student Grievance Resolution Policy and Procedure](#) and I declare that the information provided by me is true and complete and I acknowledge the provision of incorrect information or the withholding of relevant information relating to my application may delay processing of my application.

I understand that supporting documentation provided by me to Analytics Institute of Australia will be kept confidential and private but may be used to contact any relevant parties to verify the authenticity.

Student Signature:

Date:

PRIVACY STATEMENT

You are entitled to protection of the personal information you provide to the Analytics Institute of Australia under the Information Privacy Act 2014. This means that any personal information we collect about you is treated according to the law and applicable policy. See the AIA's Privacy Policy for more information. The personal information collected on this form will allow your grievance to be considered by the AIA under the AIA's Student Grievance Resolution Policy and Procedure. In considering your grievance, the AIA may disclose some personal information we hold to other relevant organisations, including overseas organisations or regulators. For example, if your studies involve an organisation related to the AIA, such as a third-party provider or an external research or teaching centre, your personal information may be disclosed to that entity

FOR OFFICE USE ONLY

Date of
Acknowledgement
letter sent to
student:

Sent by:

APPLICATION OUTCOME

Outcome:

☐ Upheld

☐ Declined

Brief description of Outcome

Notice of decision including detailed assessment and further entitled action
sent to the student

Staff Signature:

Date:

ADMINISTRATION

☐ Complaints / Appeals register updated

Date:

Staff Initial:

☐ Student file updated

Date:

Staff Initial:

