

# STUDENT FORMAL GRIEVANCE FORM



## Student Information

This form should be used if you wish to lodge a *formal grievance* 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 Support Officer or the Dean of Students.

Student Name:  Student ID:

Course in which you are enrolled:

Contact Number:

## Nature of Grievance (please add extra pages if required)

Please provide details of the grounds for your grievance.

*Note: If you are appealing a mark or a grade, please note that the AIA does not recognise grievances relating to academic judgement. The 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.*

**Where appropriate, please attach documentary evidence relating to your grievance.**

**Steps you have already taken to resolve this grievance (e.g., spoke to Unit Convener & Course Convenor)**

**Privacy – Personal Information**

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.

By signing and submitting this form, you consent to the Analytics Institute of Australia (AIA) using and disclosing your personal information as described above.

Signature:

Date: