



# Formal Grievance Form - VET

## Grievance Process

The Grievance Process is summarised below, however for the full policy:

➤ Domestic students and Clinic Clients should refer to the [Grievance Policy - VET](#)

**Stage 1 - Informal Resolution Process:** You attempt to resolve the grievance informally and amicably at an early stage. This can be done through speaking directly with a member of student support or academic staff or systematised and lodged via the Quality Feedback Monitor which can be accessed via the Student Portal or College website.

**Stage 2 - Formal Resolution Process:** You have been unable to resolve the grievance informally. The formal grievance procedure begins when you state in writing, using this form, that you have a grievance and submit the completed form directly to the Director of Student Operations via Student Support.

**Stage 3 - Appealing the Original Decision:** If you are dissatisfied with the outcome of your grievance, you may lodge an appeal with the Provost (for academic grievances) or Director of Student Operations (for non-academic grievances) within 20 working days of being informed of the decision. Your appeal **must** detail the reasons for the appeal. The Provost and the Director of Student Operations are responsible for reviewing appeals relating to formal grievances and convening the Complaints or Decision Review Committees.

**Stage 4 - External Independent Review:** If you are dissatisfied with the outcome of your appeal, you may make a written request to the Provost or the Director of Student Operations for an independent external review of the decision. You will be provided with access to an external independent review of the grievance decision. Charges may apply for these services.

## 1. PERSONAL DETAILS

Select one option:	<input type="checkbox"/> Clinic Client	<input type="checkbox"/> Student ( <i>provide student number</i> )
<i>If student please complete -</i> USI:	<input type="checkbox"/> Endeavour College	<input type="checkbox"/> FIAFitnation
Campus		
Title	Given Name	Family Name
Postal Address		
Suburb	State	Postcode
Phone Number		
Email		
Course (if student)		



## 2. GRIEVANCE DETAILS

### What does your grievance relate to?

- ☐ Bookstore
  - ☐ Facilities
  - ☐ Student Finance
  - ☐ Other (Please describe)
  - ☐ Clinic
  - ☐ General Feedback
  - ☐ Student Support & Services
  - ☐ Course Transition
  - ☐ Library
  - ☐ Teaching & Learning

Please answer the following questions to describe your grievance and the steps you have/have not already taken (attach a separate page if more space required):

## What is your grievance?

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

**What steps, if any, have you taken to resolve your grievance with the College?**

Please include supporting documentation where applicable. In the table below, include the date(s) of each event, names and titles of staff or committee members involved, and the document reference number (e.g.: doc 1, doc 2, etc.) for each supporting document. Attach additional sheets as necessary.

Date(s)	Event Details	Document Reference

**If you have made no attempt to resolve your grievance with the College before now, please explain why:**

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**Privacy Details**

In compliance with the *Privacy Amendment (Private Sector) Act 2000* (Cth), the information on this form will only be used for purposes associated with this application. Information collected is used solely for the purpose of assisting the College to make an informed decision on your case and will not be disclosed unless authorised by you or your agent or required by law.



### 3. DECLARATION

I (the undersigned), hereby affirm the information provided in this form to be true and correct. I authorise the College to obtain further information with respect to my grievance and, if necessary, to investigate the legitimacy of my claims.

Student or Clinic Client's Full Name

Signature

Date

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**OFFICE USE ONLY**

Received by (name)

Date received

Activity created and details entered into SMS

☐ Yes

Grievance type

☐ Academic

☐ Non-academic

Forwarded to

Date forwarded