

# FORMAL COMPLAINT / RECONSIDERATION REQUEST FORM

Y003EE

**Use this form when you would like to submit a formal complaint or request formal reconsideration of a decision.**

Provide this completed form, along with suitable supporting evidence to your Campus Manager.

If the request is from a group of students, please identify the primary contact person and their contact details

Student Name:

Programme:

Email address:

Contact phone number:

## Reason for application

Formal student Complaint

Reconsideration of a formal student Complaint

Reconsideration of an Academic Progress decision

Reconsideration of Disciplinary decision

Reconsideration of an Assessment Result decision

Reconsideration of an Academic Integrity decision

Reconsideration of a Special Consideration application

Other

## Description of the decision you would like reconsidered

Please provide detailed information in relation to your request for reconsideration including what occurred; the name of the person, faculty or department which is the subject of this request; a description of the events that have given rise to the the request including when and where it occurred; and the steps you have taken to resolve the situation.

**What outcome or result are you seeking?**

## Supporting documents

List any documents and provide any relevant evidence that supports your request for reconsideration of the decision, and attach them to this form. This should include any response you have already received, any correspondence about the decision and notes from meetings etc.

## Confirmation

The information on this form is collected for the purpose of investigating and responding to your request for reconsideration. The recipients of the information will be Yoobee Colleges staff and the designated decision maker for your request. The information, where appropriate, may also need to be provided to the person or persons you have identified as potential witnesses.

The ability of Yoobee Colleges to deal with your request will be limited if complete and accurate information is not provided.

Please confirm the following statements:

I confirm that I have followed the relevant procedure to seek to resolve this situation before submitting this form.

I have attached a copy of the outcome/response to the decision that I have received.

I authorise Yoobee Colleges to release a copy of this form and documents I have supplied to the Campus Manager and other staff as appropriate.

I authorise Yoobee Colleges to proceed with investigating my request.

I agree to Yoobee Colleges contacting staff and/or students to discuss my request if the issues need to be referred elsewhere.

I confirm that this request is made in good faith, is not false, trivial, or frivolous or lacking in substance and does not knowingly contain any accurate, misleading, or exaggerated claims, allegations or content.

By submitting this form, I agree to its disclosure as appropriate.

If the request is for a group of students, attach a list of the students who wish to be included in this request with their details and signatures.

If you are making this request for someone else, attach a statement from the student giving you permission to act on their behalf.

Student Name:

Signature:

Date: