

AIT Formal Complaint Form

This form must be completed in full prior to submission. Should you have further questions about the procedural steps related to formal complaints, please review our Grievances, Complaints, Appeals Policy at www.ait.edu.au/policies-and-procedures or consult with a Student Services staff member.

1. Student Detail

Student ID:	Student Name:
Email Address:	Contact Number:
Course / Enrolment:	

2. Grounds for complaint

Please tick all that apply

- I believe I have been affected by a decision that was made without sufficient consideration of facts, evidence or circumstances
- I believe I have been affected by a failure to adhere to appropriate or relevant published policies and procedures
- I believe a penalty, where applied to me, was unduly harsh or inappropriate
- I believe I have been affected by improper, irregular or negligent conduct by another student or staff member
- I believe I have been affected by unfair treatment, prejudice or bias
- Other - _____

3. Details of complaint

Please provide the details of your complaint in the fields below or as attached documents. Please note that if you do not provide these details your case may not proceed.

Please describe in your own words the nature of your complaint:

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Please describe the history of your complaint, and any steps have you taken to address it:

What is the outcome you are seeking in response to your complaint:

Why are you seeking this outcome:

6. Declaration

I declare that all the information provided in this form is my own, and is true and factual to the best of my knowledge.

I have read and agree to the AIT Grievances, Complaints, Appeals Policy.

Student signature: _____

Date: _____

Parent / Guardian signature*: _____

Date: _____

*For students under the age of 18, a parent or guardian's signature is required

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FOR OFFICE USE ONLY

Complaint Assessment

Assessed by: _____ **Date:** _____

Name:	AIT Formal Complaint Form
Approved By	Group Accreditation & Compliance Manager
Date Approved:	2/11/2021
Approved By:	Head of Operations - Technology & Design Devision
Date Approved:	2/11/2021
Implementation Owner:	Student Services Manager - Technology & Design Division
Maintenance Owner:	Student Services Manager - Technology & Design Division
Review Date:	2/11/2022