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## Appendix A)

Learner Concern or Complaint Form: [Link](#)

### Student Concern or Complaint Form

#### Your details

1. Please use this form for any complaints or concerns you have as a student. Please ensure you provide as much detail as possible and fill all mandatory sections.
2. If you need further guidance please refer to our "Resolution of Student Complaints" policy. [Click here to view the policy.](#)
3. You can choose to stay anonymous but this may limit the actions we can take. Please note your rights are protected by confidentiality with information and details related to the complaint treated on a 'need to know' basis in all cases.
4. If you need support making this complaint including advice, advocacy and support (like language, counselling, cultural etc.) please contact our student success team and they can provide assistance.
5. If the complaint is from a group of students, please identify the primary contact person and their contact details.

1. Is this a group complaint

- Yes
- No

2. I wish to stay anonymous

- Yes
- No

#### Complaint or Concern?

What is the difference between a formal complain and a concern?

##### Complaint

An expression of dissatisfaction where the student seeks redress through a formal process of consultation to address and resolve a situation that directly or adversely affects them. Complaints must be in writing or in a digital format like this form.

##### Concern

A matter that does not amount to a complaint that is likely to be resolved through discussion with the student and others concerned including matters that have little impact on the student.

3. Please select the option that best suits your circumstance

- I wish to make a formal complaint
- I wish to raise a concern

#### Complaint or Concern details

- Please provide as much details and any evidence you may have supporting your complaint or concern.
- Please note we might need to contact you for further details about your complaint. Please be aware if the complaint is anonymous we might be limited in the actions we could take.
- The complaint will be addressed as per our "Resolutions of Student Complaints" policy. [Click here to view the policy.](#)
- If you need support filling this form or any other assistance with the complaint process, please contact our student success team.

4. Write the details of your complaint or concern as clearly as possible

(What happened? When did it happen? Where did it happen? Who was involved? Try to give specific examples that support your complaint or concern and provide facts such as dates, times, people and places.)

5. Did you raise this complaint or concern with anyone in our organisation?

- Yes
- No

If yes, Please provide details of who you spoke to, when and what was the outcome of your discussion

6. Please specify the outcome you wish to achieve by making this complaint or raising this concern

7. Please attach copies of any documents you think are relevant to your complaint

Attach files by dropping them in here, or you can also [browse your computer](#)

#### Declaration

8. I declare that to the best of my knowledge, all information I am providing is correct and accurate
9. I understand that a copy of this complaint form and all the information that is received may be sent to any required respondents (the person against whom the complaint is made and any persons mentioned in this form) in accordance with the rules of natural justice and the Privacy Act 2020.

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Submit