

Student Grievance and Complaint Form

(Part A – To be retained by student)



1. General Information

Please use this form if you would like to lodge a **complaint** or you would like to make an **appeal** about a decision Stanley College has made, including but not limited to:

- Application for admissions
- Application for course credit outcomes
- Application for deferment, withdrawal and/or course extension
- Assessment outcomes
- Disciplinary actions on grounds of alleged academic misconduct, such as plagiarism, collusion or contract cheating, etc.
- Disciplinary actions on grounds of alleged general misconduct, such as bullying, harassment or discrimination, etc.
- Attendance records
- Tuition fees and/or other charges
- Refund of fees
- Allegations involving conduct of Stanley College, our Lecturers, employees/staff, other learners/students and any third parties and their staff providing services on behalf of Stanley College.
- Notifications of Intention to Cancel your enrolment at Stanley College
- Notifications of intention to report you to Department of Home Affairs (DHA)/Department of Education (DES), and
- Other decisions directly or indirectly affecting you.

The Complaints and Appeals Process commences within **ten (10) working days** of receipt of the **complaint and/or appeal**, and will be reviewed by the Registrar, and may be referred to the Academic Program Manager, Vice-President Higher Education (VP-HE) or any other relevant persons such as your Lecturer. The Student Support Officer may invite you to a hearing or for further information. Meetings will be confidential and no data will be released to any third party, except where requested by an Australian Government authority. Stanley College aims to resolve complaints/appeals as quickly as possible, generally within *20 working days*. Should additional time be required, we will inform you in writing, detailing the reasons why additional time is required.

Details of your **complaint/appeal** is recorded and stored in your student file and Stanley College's student database. These records will be retained for five years during which you can request access to these records.

Your enrolment will be maintained throughout the *complaint/appeal* process and you are encouraged to continue to attend your classes.

Throughout the **complaint/appeal** process you will be able to, bring a friend or family member to all meetings and/or ask for a translator. Once a decision has been reached, you will be informed about the outcome of your **complaint/appeal**, in a written statement which will include details of the reasons for the outcome. If you are still not satisfied with the advice and outcome then you have the right to lodge a complaint/appeal to any of the following avenues for external dispute resolution:

- a. Independent Higher Education Australia (IHEA)
- b. Overseas Student Ombudsman
- c. Western Australian Ombudsman
- d. Australian Competition and Consumer Commission (ACCC)
- e. Tertiary Education Quality and Standards Agency (TEQSA)

You can access Overseas Students Ombudsman services **FREE of cost**. An information booklet is available at West Perth Campus. For further information relating to the external dispute resolution services, please refer to the *Student Grievance and Complaint Procedure*.

If you have any further questions relating to the *complaint and appeal process*, meet our Student Support Officer.

Note: If the internal or any external complaint handling or appeal process results in a decision that supports the student, Stanley College must immediately implement any decision and/or corrective and preventative actions required and advise the students of the outcome.

(Part B - Submitted to Stanley College via studentservices@stanleycollege.edu.au or in person)

Student Grievance and Complaint Form (SGCF) submitted on:		Received by:	
2. Personal Details			
Student ID:		Student Name:	
Course:			
3. Contact Details			
Mobile:		Email Address:	
What is your current residential address?			Postcode:
Preferred contact method	<input type="checkbox"/> Telephone	<input type="checkbox"/> Letter	<input type="checkbox"/> Email
4. Appeal/Complaint Details			
Reason for this APPEAL (Please tick) <input type="checkbox"/> Application for admissions <input type="checkbox"/> Application for course credit outcomes <input type="checkbox"/> Application for deferment, withdrawal and/or course extension <input type="checkbox"/> Assessment outcome, unit: <input type="checkbox"/> Disciplinary action taken against you <input type="checkbox"/> Attendance records <input type="checkbox"/> Tuition fees and/or other charges <input type="checkbox"/> Refund of fees <input type="checkbox"/> Notice of Intention to Report you to DHA/DES <input type="checkbox"/> Notice of Intention to Cancel <input type="checkbox"/> Other (please specify):		Reason for this COMPLAINT (Please tick) <input type="checkbox"/> Academic staff member (please provide name): <input type="checkbox"/> Non-academic staff member (please provide name): <input type="checkbox"/> Services (please specify): <input type="checkbox"/> Other (please specify): Have you complained about this issue before? <input type="checkbox"/> Yes, date: <input type="checkbox"/> No	
5. Appeal/Complaint Summary - Please outline the reasons for your appeal/complaint and attach any evidence to support your Student Grievance and Complaint Form.			
Attach additional pages/evidence as necessary			
6. Would you like to present your case for complaint/appeal in person?			
<input type="checkbox"/> Yes	<input type="checkbox"/> No	If yes , would you like to have a support person present with you at the meeting/s? <input type="checkbox"/> Yes <input type="checkbox"/> No	
7. Acknowledgement - All of the information provided is true and correct to the best of my knowledge.			
Name:	Signature:	Date:	
I am willing to attend a hearing with the Student Support Officer and a member of the Executive Management Team of Stanley College if required.		<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Privacy Notice			
The information provided on this form will be used exclusively to resolve your appeal/complaint. None of the information you provide on this form will be disclosed to anyone outside of this business without your permission, unless we are required to do so by law. Please note that we will keep a written record of your complaint/appeal, including the outcome and reason for outcome.			

9. Office Use Only	
Copy of initial complaint along with any required evidence (i.e. NOC, SGCF, emails) forwarded to studentservices@stanleycollege.edu.au	<input type="checkbox"/> Yes
Copy of initial complaint along with any required evidence uploaded to student's profile on Meshed	<input type="checkbox"/> Yes