

FORMAL GRIEVANCE FORM

Purpose: This form is for use by students who wish to submit a formal Grievance in relation to academic and non-academic issues¹ having unsuccessfully resolved the matter informally. See section 2 *Before an Issue Becomes a Grievance – Informal Resolution Opportunities* for guidelines. Section 3 *Stage One – Grievance* of the <https://www.aib.edu.au/wp-content/uploads/2024/01/Student-Complaints-Grievances-Appeals-Procedure.pdf> provides an outline of the Formal Grievance process.

Timeframe for submission: normally within 20 working days after completion of the informal resolution process; or the date of the event; the date of AIB’s written correspondence on which the formal Grievance is based.

Submission of Grievance: Submissions should be made to the Academic Dean quality@aib.edu.au.

PERSONAL DETAILS

Surname:	<input type="text"/>		
First Name:	<input type="text"/>	Student ID:	<input type="text"/>
Course Name:	<input type="text"/>		
Email:	<input type="text"/>	Contact Number:	<input type="text"/>

TYPE OF GRIEVANCE (Please tick appropriate box)

Academic Grievance: Non- Academic Grievance:

DETAILS OF GRIEVANCE

Subject your academic grievance is related to (if any): _____

A review of your grievance is an independent, objective and confidential process. Any information and documentary evidence you can provide with your submission will assist the review. Failure to provide complete/adequate information and evidence may result in a delay in processing your grievance.

The following documentation must be attached with this form (Please tick each box once you have addressed the requirements)

1.	A written statement including: A. Reasons for lodging Grievance B. Summary of your Grievance (eg. date, department, names of persons involved, impact on you, your studies or others, etc) C. Previous steps taken to resolve this Grievance informally D. Outcome(s) you are seeking in resolving your Grievance	<input type="checkbox"/>
2.	Documentary evidence (by which facts can be proven) to support the claim Eg. if you mention medical grounds you should include medical certificates; if you mention work related matters, a signed statement from your employer, etc.	<input type="checkbox"/>

Student Signature

Date

NEXT STEPS

Receipt of the formal Grievance will be acknowledged in writing from quality@aib.edu.au.

The Grievance handling process will commence within 10 working days of the receipt of the formal Grievance and all reasonable measures will be taken to finalise the process as soon as practicable.

¹ Please note that any grievances relating to re-crediting Fee HELP debt or refund of fees for [Domestic students](#) should refer to the [Special Circumstances Application Procedure](#).