



## 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 issues<sup>1</sup> who have been unable to informally resolve the issue (refer to section 2 *Before An Issue Becomes A Formal Grievance – Informal Resolution Opportunities* and section 3 *Stage One – Formal Grievance* of the [Student Grievance Handling Procedure](#)).

**Timeframe for submission:** normally within 2 calendar months 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. Please submit to [quality@aib.edu.au](mailto:quality@aib.edu.au) for the attention of the Academic Dean.

**Please note:** Providing all information requested, including documentary evidence, will assist staff at AIB to address your grievance. Failure to do so may result in a delay in processing your grievance.

### PERSONAL DETAILS

Surname:			
First Name:		Student ID:	
Course Name:			
Email:		Contact Number:	

### TYPE OF GRIEVANCE (Please tick appropriate box)

Academic Grievance:  Non- Academic Grievance:

### DETAILS OF GRIEVANCE

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

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

1.	Statement specifically including: A. Summary of Grievance (date, department, names of persons involved, location of incident (if applicable), impact on you, your studies or others) <input type="checkbox"/> B. Previous steps taken to informally resolve this Grievance <input type="checkbox"/> C. Reasons for lodging Grievance <input type="checkbox"/> D. Expectations of AIB response <input type="checkbox"/>	<input type="checkbox"/>
2.	Documentary evidence to support the claim	<input type="checkbox"/>

Student Signature

Date

### NEXT STEPS

Receipt of the formal Grievance will be acknowledged in writing from [quality@aib.edu.au](mailto: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.

<sup>1</sup> Please note that any grievances relating to re-crediting Fee HELP debt should refer to the [Student Review Procedures for Re-Crediting a FEE-HELP Balance and Refund of Fees](#).