

STUDENTS' FORMAL GRIEVANCE FORM

This form should be used if you wish to lodge a *formal grievance* with your **Faculty Dean** or the **Director of a Business Unit** under the terms of the *Student Grievance Resolution Policy*. Students are strongly encouraged to seek informal resolution of faculty-related grievances in the first instance.

The *Student Grievance Resolution Policy* and a summary of the University's grievance resolution processes are available at: <https://www.canberra.edu.au/policies/PolicyProcedure/Index/1694>

Students who require assistance or advice regarding the University's student grievance resolution processes should contact the local support services on their campus in the first instance.

If you require support and advocacy throughout the grievance process, please contact the Student Advocacy Office of the University of Canberra Student Representative Council:
student.advocacy@canberra.edu.au

Student Name: _____ **Student ID:** _____

Course in which you are enrolled: _____

Tel: _____

Nature of grievance (*please add extra pages if required*)

Please provide details of the grounds for your grievance.

Note. If you are appealing a mark or a grade please note that the University does not recognise grievances relating to academic judgement. The University's position is that academic judgement is a proper part of higher education and the learning environment. However where a student has evidence that a bias in academic judgement has occurred, then a student has a right to pursue a grievance under this policy.

Where appropriate, please attach documentary evidence relating to your grievance.

Office Use Only Date received:

Steps you have already taken to resolve this grievance (*e.g. spoke to unit convener & course convener*)

Privacy – Personal Information

You are entitled to protection of the personal information you provide to the University of Canberra under the *Information Privacy Act 2014*. This means that any personal information we collect about you is treated according to the law and applicable policy. See the University’s Privacy Policy (available at www.canberra.edu.au/privacy) for more information.

The personal information collected on this form will allow your grievance to be considered by the University under the University’s Student Grievance Resolution Policy. In considering your grievance, the University may disclose some personal information we hold to other relevant organisations, including overseas organisations or regulators. For example, if your studies involve an organisation related to the University, such as the University of Canberra College, a third party provider or an external research or teaching centre, your personal information may be disclosed to that entity.

By signing and submitting this form, you consent to the University of Canberra using and disclosing your personal information as described above.

Signature: _____ **Date:** _____