



Study Group Australia Pty Limited

COMPLAINT FORM

This form is to be used by all students, including potential students, who want to make a complaint about an Academic and/or Non-Academic Matter. Student ; must read the SGA Student Complaints and Appeals Policy and Procedure, located on your College website, before completing this form.

Your Details: *(please enter details as to how we can contact you for the duration of this complaint)*

Title: Surname:

Given name/s:

Postal Address:

Email Address:

Mobile:

Telephone (Home):

Student Status *(Please tick the box below that describes your current enrolment status):*

☐ potential student *(not enrolled, but seeking to enrol)*

☐ enrolled student *(student number)*

Complaint Type: *Tick the box that best describes your Complaint. If your Complaint type is not listed below, tick 'other' and describe briefly.*

Non-Academic Matters

☐ **Student Support Services** *(course application and enrolment processes)*

☐ **Facilities and Amenities** *(classrooms/venue/grounds)*

☐ **Fee Help and other Fee for Service arrangements**

☐ **General administration** *(fines and payments)*

☐ **Perceived discrimination, unfairness and injustice**

☐ **Bullying, harassment**

☐ **Use and misuse of personal information**

☐ **Conduct of staff – non teaching staff**

☐ **Other** *(please describe briefly)*

Academic Matters

☐ **Education Programs** *(course structure and content, quality of teaching and course delivery)*

☐ **Assessment matters**

☐ **Conduct of teaching staff and/or other students)**

☐ **Attendance procedures** *(where relevant)*

☐ **Recognition of Prior Learning (RPL applications)**

☐ **Student supervision** *(while in class, on vocational placement or practicum)*

☐ **Issues relating to authorship, intellectual property**

☐ **Other** *(please describe briefly)*

What are the details of your Complaint? - *Provide a summary of your Complaint, include details such as the location, date, and time, names of any people involved and/or areas of the College involved. Please attach any information or documentation you wish to have considered to support your Complaint.*

What have you done so far to resolve your Complaint? - *Provide any information on the steps you have taken to resolve the issue and why the responses received were not considered satisfactory.*

What do you think needs to be done to address your Complaint?
Tell us what you think needs to be done to address the concerns you have outlined in this Complaint.

Information about Complaints:

Students must read the SGA Student Complaints and Appeals Policy and Procedure, before completing and lodging this Complaint Form. You will find the SGA Student Complaints and Appeals Policy and Procedure under 'Policies' on your College website or you can contact the Student Services Manager at your College to discuss the complaint process.

Declaration:

I understand that in making this Complaint;

- I have read the SGA Student Complaints and Appeals Policy and Procedure
- my Complaint will be acknowledged and will be forwarded to the relevant Responsible Officer for managing the Complaint, and
- the information I provide will be treated with appropriate confidentiality and will not be disclosed to a third party unless required for the management of my Complaint or by law.

Signature: _____ Date: ____/____/____

Where to lodge your completed Complaint Form:

Give your completed Complaint Form and any supporting documentation to the Phase 2 Responsible Officer, usually the Head of College or delegate at your College, or attach the completed Complaint Form and supporting documentation and Email to: complaints@studygroup.com

Office Use Only

Date Received

Receipt Provided ☐

File Number:

College