

# STUDENT GRIEVANCE AND APPEAL FORM



Australian International  
Institute of  
Higher Education

TEQSA Registered in the "Institute of Higher Education" category

## PERSONAL DETAILS

Given Name:		Family Name:			
Date of Birth:		Student ID:			
Current Address:					
Suburb:		State:		Postcode:	
Email:		Phone:			

## GRIEVANCE AND APPEAL DETAILS

Enrolled Course:					
Campus:	<input type="checkbox"/> Sydney (NSW)		<input type="checkbox"/> Brisbane (QLD)		
Select as appropriate:	<input type="checkbox"/> Formal Grievance		<input type="checkbox"/> Internal Appeal		
Please indicate Grievance Reference Number if known:					
Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned or with an Institute staff (e.g. Lecturer).					
Have you discussed your concern(s) with an Institute staff?	<input type="checkbox"/> Yes		<input type="checkbox"/> No		
If not, please provide a reason:					
Description of grievance/appeal:					

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## Attached supporting documentation

1.

2.

3.

4.

5.

## OTHER AVENUES

If you are not satisfied with the result of the Institute's appeal and grievance processes, you have the right to pursue an external avenue as outlined in the *AIiHE Student Appeals Policy and Procedure*.

## STUDENT DECLARATION

I have read and understood the Institute's Student Grievance Policy and Procedure and/or the Student Appeals Policy and Procedure and have completed this form in accordance with the requirements of the relevant Policy.

The information I provided in support of my grievance or appeal is true, accurate and complete.

Applicant's Full Name:

Signature:

Date:

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## OFFICE USE ONLY (TO BE COMPLETED BY THE AIIHE STAFF)

Grievance/Appeal Reference Number:

Receiving Officer:

Date Received:

Responsible Officer:

Date Acknowledged:

Interview or further  
information requested:

Yes

No

If yes, when:

Student Appeals  
Committee  
membership:

Review undertaken:

Outcome of review:

Written response provided to the student on:

Required actions completed on:

Tracking in Student Grievances and Appeal Register completed on: