UNIVERSITY OF CANBERRA

STUDENT FORMAL GRIEVANCE FORM

About this form

This form should be used if you wish to lodge formal grievance with your Faculty Dean, Associate Dean or Director under the terms of the Student Grievance Resolution Policy.

Students should read the Student Grievance Resolution Policy carefully, taking particular notice of the University's process for academic grievances which involves an informal resolution process prior to the formal grievance submission.

Please refer to the policy webpage to familiarise yourself with the grievance process.
https://www.canberra.edu.au/content/myuc/footer/student-grievances.html

Student support

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 Advocacy Office of the University of Canberra Student Representative Council:
student.advocacy@canberra.edu.au

The full *Student Grievance Resolution Policy* is available at:
https://www.canberra.edu.au/Policies/PolicyProcedure/Index/219

FORMAL GRIEVANCE SUBMISSION

Contact information

Full name:

Student ID:

Enrolled course:

Phone number:

Nature of grievance

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.

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

I declare that I have read the *Student Grievance Resolution Policy* and that the information given on this form, and on any accompanying papers, is a true and complete statement of facts.

I acknowledge that delay or failure to reply to correspondence from the Student Appeals Committee may delay resolution of my appeal beyond the timeframes prescribed in the *Student Grievance Resolution Policy*.

Privacy – personal information

You are entitled to protection of the personal information you provide to the University of Canberra (UC) 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 UC's Privacy Policy (available at **https://www.canberra.edu.au/privacy**) for more information.

The personal information collected on this form will allow your grievance to be considered by the Student Appeals Committee 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.

Signed:

Date: