

Student Complaint and Grievance Form

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| Relevant Standards SRTO 2015: 6.1, 6.2, 6.3, 6.4, 6.5, 6.6 The National Code 2018: Standard 3.3.7, 6.1.6, 7.5.2, 10.1, 10.2, 10.3, 10.4 | Linked Documents Student Complaints and Appeals Policy and Procedure Anti-discrimination and Bullying Policy Access and Equity Policy Student Handbook |
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This form should **ONLY** be used to lodge an official complaint about a matter which the student has found to be offensive, discriminatory or derogatory in any aspect of their student life at STATES College. For reporting general concerns – and not a specific complaint – please use a separate “Student Concern” form

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|---------------------|--|
| Student ID | |
| Student Name | |
| Course/Group | |

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| Reason for or Nature of Complaint | |
| Your Complaint Details <i>(Please provide as much details as possible)</i> Note: Attach any supporting documents with this form as applicable. | |
| Student Declaration and Signature | <i>All the information I have provided in this form is true and accurate. I also understand that this complaint will be dealt with according to STATES College’s relevant complaint handling policies and procedures.</i> |
| | Date: |

ADMIN use only

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|-----------------------------------------------------------------------|-------------------------------------------|---------------------------------------------|
| Matter Referred to | <input type="checkbox"/> CEO | <input type="checkbox"/> Course Coordinator |
| | <input type="checkbox"/> Academic Manager | <input type="checkbox"/> Appeals Committee |
| Comments of the Person Receiving the Form and Suggested Action | | |
| Signature | | Date: |