



This form is for coursework and prospective students wishing to lodge a complaint. Before completing the form, please refer to the Student Grievances, Complaints and Appeals Policy and the related Procedure, accessible at <https://aihe.sa.edu.au/academic-policies-and-procedures/student-grievance-policy/file> and <https://aihe.sa.edu.au/academic-policies-and-procedures/student-grievance-procedure/file> so that you understand AIHE's process for dealing with grievances and complaints. Further instructions are provided on page 3 and you may also contact the Student Support Officer for advice.

1. STUDENT DETAILS

Family name		First name	
Student ID		Course	
AIHE email address		Contact number	

2. COMPLAINT DETAILS

<p>Please provide details of your complaint For complaints about academic matters, please include details of the course and/or subject and the study period</p>	
<p>Have you tried to resolve the grievance informally? <input type="checkbox"/> YES <input type="checkbox"/> NO</p>	
<p>If yes, please provide details: - Names of staff or students you have contacted, how you have contacted them and dates. - Outline the response you received, the date, and why you are not satisfied with the response. - You may attach copies of email correspondence to this form</p>	



If no, please explain why you have not tried to resolve the complaint informally	
--	--

2. COMPLAINT DETAILS, CONTINUED

What outcome are you seeking?	
-------------------------------	--

3. ADDITIONAL INFORMATION

Please include any additional information related to your grievance. If you are attaching supporting documents, please list these here.

4. STUDENT DECLARATION

By lodging this form, I certify that:

- I believe the information I have provided on this form and in the attachments to the form is true, accurately represents the facts and includes all information relevant to my complaint. I understand that the failure to provide accurate, honest and relevant information may be an offence under the AIHE Student Code of Conduct.
- I understand that the investigation of my complaint may require me to provide further information, answer questions and make myself available to attend a meeting/s.
- I understand that the investigation of my complaint may be terminated if I do not treat staff with courtesy and respect, or I engage in behaviour that places health or safety at serious risk or substantially impacts AIHE's resources, or I do not cooperate with the review of my complaint, including by providing relevant information.

Signature:	Date:
-------------------	--------------

Privacy Statement: The information on this form is collected for the primary purpose of investigating your complaint. Other purposes of collection include recording your student declaration, attending to academic and administrative matters and statistical analyses. You have a right to access personal information that AIHE holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact the Student Support Officer.



This form is for coursework and prospective students wishing to lodge a formal complaint.

Before completing the form, please refer to the Student Grievances, Complaints and Appeals Policy and the related Procedure so that you understand AIHE's process for dealing with grievances and complaints.

Assistance with your complaint

Assistance with grievances and complaints is available from the Student Support Officer. The Student Support Officer is employed by AIHE to assist students and can provide confidential and impartial advice. It is strongly advised that you seek assistance to resolve your grievance and prepare your complaint if you have not already done so.

Student details

The information you provide in the student details section is required to access your record on the student management system and to communicate with you about your complaint. If you are a current student, you must use your AIHE student email address for correspondence about your complaint.

Complaint details

In this section you are asked to provide details of your complaint.

Before lodging a complaint, you are encouraged to try to resolve the grievance informally directly with the staff member, student or area concerned, unless there is a compelling reason to not do so. For example, you could contact the staff member concerned via email or directly face-to-face.

On the Student Complaint Form you should provide names of any staff or other students you have contacted about your complaint, how you have contacted them and relevant dates. You should also outline the response you received, the date of the response, and why you are not satisfied with the response. You may wish to attach copies of any email correspondence to this form.

If you have not tried to resolve your complaint informally please provide reasons for why you have been unable to do so or do not wish to do so.

In this section you are also asked to indicate what outcome you are seeking to your complaint. It will help for us to understand what action could AIHE take that would settle the matter in your view. If your complaint is found to be substantiated but the resolution you have indicated cannot be accommodated, alternative resolutions will be considered.

Additional information

If there is any other information that may be useful for the investigation of your complaint, please include it here. If you are attaching documents to the Student Complaint Form, please list the documents in this section.

Student declaration

In this section you are required to certify that the information you have provided is true and that you understand what is expected of you during the investigation.

Lodging your complaint

The Student Complaint Form should be sent via email to student.assist@aihe.sa.edu.au. Information on where to direct a complaint can be found on the Student Complaints webpages.

After lodging a complaint you should check your AIHE email account regularly and make sure that you respond promptly to any requests for further information or clarification.

If you are a current student at AIHE it is important that you maintain your enrolment and continue your studies while your complaint is being assessed.