# FORMAL STUDENT COMPLAINT FORM

If you require assistance in completing this form, please contact the Student Support Team on the contact details provided. The completed form will be photocopied and you will receive a copy. It will also be recorded by the Complaints Officer; used to track your complaint and used to improve what we do at Batchelor Institute.

## SECTION 1 – Personal details

|  |  |
| --- | --- |
| Student number |  |
| Title | Mr  Ms  Mrs  Miss  Dr |
| Surname |  |
| Given names |  |
| Telephone (including area code) |  |
| Mobile phone |  |

|  |  |
| --- | --- |
| Email |  |

Postal address

|  |  |
| --- | --- |
| Number & street or PO Box |  |
| Suburb/town |  |
| State |  |
| Postcode |  |
| Country |  |
| Preferred contact method/s | Telephone  Mobile  Email  Post |

## SECTION 2 – your complaint

What is your complaint about?

Institute staff member/s

Institute student/s

Something the Institute has done

Something the Institute has not done

Something else e.g. kitchens, classrooms, computers etc.

What happened? Describe the event or action you want to complain about. We need to know what happened, where and when it happened and who was involved. Please give us all the dates and other details you know. You can attach an extra page and supporting evidence if you wish.

|  |
| --- |
|  |

How has this affected you?

|  |
| --- |
|  |

What action would you like the Institute to take?

|  |
| --- |
|  |

Complainant signature Date

## Section 3 – PERSON providing ASSISTANCE with lodging this complaint

Complete this section if you are completing this form on behalf of someone else or you are assisting the Complainant.

|  |  |  |
| --- | --- | --- |
| Name of person assisting the Complainant |  | |
| Position | Student  BIITE Staff  Other: |  |
| Address |  | |
| Email |  | |
| Relationship to complainant |  | |

|  |  |
| --- | --- |
| Telephone (including area code) |  |
| Mobile phone |  |

Signature of person assisting complainant Date

## SECTION 4– Where to send your form if you are off-campus

If you are off-campus, this form can be posted, faxed or scanned and emailed to Student Support.

Post to:

Student Support  
Batchelor Institute of Indigenous Tertiary Education  
c/- Post Office  
BATCHELOR NT 0845

Fax to:

Student Support (08) 8939 7327

Email to:

student.support@batchelor.edu.au

For enquiries regarding this form, please refer to the contact details located at the top right corner of the first page.

## Office use only

Received by Date

Referred to (Manager) Date

|  |  |  |
| --- | --- | --- |
| Outcome Store copy of findings in database |  | |
| Date Complainant was advised in writing | |  |