



NOTIFICATION OF GRIEVANCE OR COMPLAINT FORM

This form should be completed by students and those external to the Institute wishing to lodge a grievance that has not been resolved in the first instance, or where a complainant does not know who the appropriate person to contact is. The Students and External Grievances, Complaints and Appeals Procedure, including any relevant policies, should be read alongside completing this form.

SECTION 1 – COMPLAINANT DETAILS

Student Number (if applicable)

Title

Surname

Given Names

Preferred Contact Number

Preferred Email Address

POSTAL ADDRESS

Number & Street or PO BOX

Suburb/Town

State & Post Code

PREFERRED CONTACT METHOD

Email

Phone

Post

SECTION 2 – YOUR COMPLAINT

What is your complaint about?

Institute staff member(s)

Institute student(s)

Services offered by the Institute e.g., meal provisions, accommodation lodgings, computers, resources etc.

Something the Institute has done

Something the Institute has not done

A mixture of the above



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 provide as many details as possible, including dates and other details. This will help the Institute determine the best process to use to investigate the complaint.

How has this affected you?

We need to know how this event or action has affected you and how it made you feel.

What action or resolution are you seeking from the Institute regarding your complaint?

We need to know what action(s) you are seeking the Institute to undertake to resolve your complaint.



SECTION 3 – PERSON PROVIDING ASSISTANCE WITH LODGING THIS COMPLAINT

Complete this section only if a person (other than the Complainant) is assisting in completing this form.

Full Name

Position Student Experience Staff Member

Other Batchelor Institute Staff Member e.g., trainer, lecturer

Other:

Preferred Contact Number

Preferred Email Address

Relationship to complainant

SECTION 4 – SIGNATURE OF COMPLAINANT

Signature of Complainant or person helping with lodging this complaint.

A signature is not mandatory if a complainant can be contacted on the details in Section 1.

Signature

Date

SECTION 5 – WHERE TO SUBMIT YOUR FORM

Email to complaints@batchelor.edu.au

Post to **BACHELOR INSTITUTE - Complaints**
c\ Post Office, BACHELOR, NT, 0845

OFFICE USE ONLY

Complaint Officer Name

Complaint received date

Recorded in Complaint Register date

Acknowledgment of Complaint notification date
(within two working day)

Investigation Method recommended and/or notes