

A mixture of the above

CONFIDENTIAL

Complaints

Email: complaints@batchelor.edu.au

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
PREFERED 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

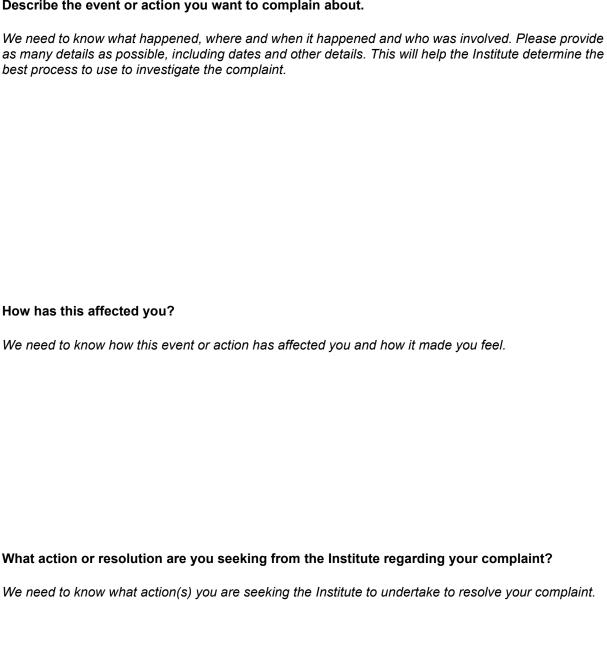


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Describe the event or action you want to complain about.





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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 BATCHELOR INSTITUTE - Complaints

c\ Post Office, BATCHELOR, 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