

Complaint submission

Student ID Number

How to submit a complaint

- Students submit a formal complaint to Holmesglen on this form. Please complete a separate form for each complaint.
- Holmesglen will assess, investigate and/or conciliate your complaint using the information you provide. By completing and submitting this form you consent to Holmesglen providing your information to the most appropriate person to address the matter.
- Your personal information will be used and stored in accordance with Holmesglen Privacy Policies.

Student details

Last name:				
First name:				
Address Street Number and Name:				
Suburb:		State:		Postcode:
Email address:			Telephone:	
I am a:	Current student - Local	Current student - International	Prospective student	Former student
				Member of the public

Program details

Program code:	Program name:
Department:	Campus:

Complaint Type Please select a topic and sub-topic if listed below

Academic course:	Course structure/content	Unit structure/content				
Academic quality:	Teaching quality - delivery and support	Teaching materials	Academic staff behaviour			
Student administration:	Course advice	Admissions	Enrolment	Exceptions	Graduation/certificate/letter of completion	
International student matter:	Non-attendance	Cancellation of enrolment	Release application	Agent		
Sensitive issue:	Bullying	Harassment/sexual harassment	Discrimination	Fraud/corruption		
Customer service:	Customer service	Info office/enquiry management	General staff behaviour			
Support:	Disability support	Counselling support	Communication	Orientation		
Financial:	Fees	Refunds/remission of debt	Scholarship			
Systems, equipment, facilities:	Brightspace	Campus facilities	Timetable	Learning Commons	Security	Information technology
	Student management system - my.holmesglen.edu.au					
Student conduct:	Student behaviour					
Website:	Website information					
Other: (please specify)						

Student Services Advisor/Representative/Support Person

- !** You may have a Student Services Advisor who can give you advice and assist with your complaint, or a support person. If you have one of these, please provide their details:

Name:

Position/Title (e.g. Student Advisor, friend, parent):

Email address:

Your Complaint

Complaint Statement: (Please provide a concise statement about your complaint)

Complaint Details: (Clearly explain who and/or what you are complaining about and how you have been adversely and unjustifiably impacted. Try to discuss events in chronological order: state dates, times, locations, and names of those involved. Attach a separate page if insufficient space on this form)

Have you tried to resolve the complaint informally?:

- Yes** If Yes: Please provide name(s) of staff contacted, how they were contacted, and dates they were contacted. Outline the response you received, the date and why you are not satisfied with the response
- No** If No: Please explain why you have not tried to resolve the complaint informally below:

What outcome/s are you seeking? :

What you want to achieve by submitting a complaint cannot be guaranteed, but Holmesglen will address your complaint within its legal obligations and Policies and Procedures.

Apology Correcting an error Having a decision made Review and improve existing services and processes Other. Please specify:

Your Agreement

In submitting this complaint, I agree that:

- I have read the Holmesglen Student Complaints Policy and Procedure.
- I have written a clear and concise outline of the complaint and the resolution I seek and attached all relevant evidence.
- The information I have provided in this document is a true reflection of my experience.

Signature:

Date:

Where to send your completed Appeal application (marked 'personal and confidential')

By email: Complaints@holmesglen.edu.au

**By mail: Complaints and Appeals Officer
Holmesglen Institute
PO Box 42, Holmesglen, Victoria 3148**

i What's next...

After you submit this form, we will acknowledge this in writing. Your complaint will be referred to the relevant senior manager within Holmesglen.

A record of all actions will be kept. The information you provide to us will be treated confidentially. It will not be disclosed to a third party other than to comply with the law or for the purpose of managing your complaint. The details of your complaint (including your identity) may be shared with a person you are complaining about or potential witnesses.

You will be contacted within 10 working days with an update of the progress of your complaint.

To be completed by Holmesglen Complaints and Appeals Coordinator

Case number:

Date complaint received:

Received by (name):

Date of acknowledgment:

Forwarded to (name):

Expected resolution date:

Date of closure:

Note/further action:

Process undertaken to consider the Complaint submission:

Recommended decision: Complaint Submission Upheld Complaint Submission Rejected

Reasons for the recommended decision:

Recommended penalty imposed and/or any conditions thereon:

Investigation Officer

Name:

Position/Title:

Signature:

Date:

Notification of outcome:
(Date of written notification of outcome to student)

Other officers to whom a copy of the notification was provided:

Executive Director:
Dean:
Head of Department:
Manager/Admin Unit:
Registrar
International Centre
Student Services
Other (specify):