

Student Grievance, Complaints and Appeals Form (Academic and Non-Academic Matters)

This form is used to lodge a formal student grievance/complaint and/or appeal under EIA's Student Grievance, Complaints and Appeals Policies and Procedures (Academic and Non-Academic Matters).

How to use this form

Use this form to:

- lodge a formal grievance/complaint (Stage 2);
- appeal an outcome from Stage 1 (Stage 2); or
- appeal an outcome from Stage 2 (Stage 3 - internal review).

Key timeframes (refer to the relevant policy/procedure for full details)

- Stage 1 (informal): normally within one month of the occurrence of the matter.
- Stage 2 (formal grievance/complaint or appeal of Stage 1): lodge within one month of the occurrence of the matter, or within 10 working days of receiving the Stage 1 decision (if you are appealing).
- Stage 3 (internal review): lodge within 10 working days of receiving the Stage 2 written response (if you are appealing).

Lodgement and assistance

Academic matters - Stage 2 (Course Director):	Email to studentservices@eia.edu.au
Non-academic matters - Stage 2 (Registrar):	Email to studentservices@eia.edu.au
Academic matters - Stage 3 (Dean):	Email to acadop@eia.edu.au
Non-academic matters - Stage 3 (General Manager):	generalmanager@eia.edu.au

If you are unsure where to submit this form, contact EIA on 9041 3050 for assistance.

Feedback about the grievance/appeal process can be provided by writing to feedback@eia.edu.au.

You may be accompanied and assisted by a support person at any meetings conducted under the grievance/appeal process.

Internal resolution will be implemented at minimal or no cost to students.

Part A - Student details (to be completed by the student)

Family name	
Given name(s)	
Student ID	
Date of birth	
Preferred email address	
Preferred contact number	
Postal address	
Course / program and unit(s) (if applicable)	

Student status

Domestic student International student (student visa) Prospective student

If you are an international student, provide the following (if applicable):

Country of citizenship	
CoE number (if applicable)	

Part B - Matter type and lodgement details

B1. Is this an academic or non-academic matter?

Academic matter (e.g., course structure, academic results, examinations, academic decisions and processes)

Non-academic matter (e.g., admissions/enrolment processes, fees/refunds, treatment by students/staff/agents, or other services and activities)

If you are unsure, select the option you believe best fits and describe the issue in Part C. EIA will confirm the appropriate pathway.

B2. Type of submission (select one)

- Formal grievance/complaint (Stage 2)
- Appeal of a Stage 1 outcome/decision (Stage 2)
- Appeal of a Stage 2 outcome/decision - internal review (Stage 3)
- Other (explain): _____

B3. Category (tick all that apply)

Academic matter categories	Non-academic matter categories
<input type="checkbox"/> Assessment/grades/markings <input type="checkbox"/> Examination arrangements/results <input type="checkbox"/> Course/unit content, structure or delivery <input type="checkbox"/> Academic progress / intervention strategies <input type="checkbox"/> Academic decision (e.g., progression, results review) <input type="checkbox"/> Academic integrity / misconduct decision <input type="checkbox"/> Other academic matter (specify): _____	<input type="checkbox"/> Admissions/offer/entry requirements <input type="checkbox"/> Enrolment/withdrawal/deferral/suspension <input type="checkbox"/> Fees/charges/refunds <input type="checkbox"/> Provider/course transfer <input type="checkbox"/> Treatment/behaviour of students or staff <input type="checkbox"/> Education agent or related party <input type="checkbox"/> Facilities, services or administration <input type="checkbox"/> Other non-academic matter (specify): _____

B4. Key dates

Date(s) the matter occurred (or date of decision)	
If appealing, date you received the decision you are appealing	
Preferred method of contact for this matter	<input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> In-person meeting <input type="checkbox"/> Teleconference/online meeting

Part C - Details of the grievance/complaint/appeal

C1. Describe the issue (include what happened, when, where, and who was involved).

C2. People involved (include names and roles/positions, if known).

Name	Role/position (student/staff/agent/other)	Contact details (if known)

C3. What outcome are you seeking? (tick all that apply and provide details).

- Explanation of a decision/outcome
- Review/re-mark/reconsideration of an academic decision
- Correction of an administrative record
- Apology
- Change to a decision
- Other (specify): _____

Details of the outcome you are seeking:

C4. How has this matter affected you? (optional)

Part D - Grounds and supporting evidence

D1. Grounds (tick all that apply)

- I believe I was not treated fairly / there was a lack of procedural fairness
- I believe the decision was unreasonable based on the available evidence

- There was an error in the assessment/decision (e.g., calculation, record, application of policy)
- Relevant information was not considered (attach evidence)
- New evidence has become available that was not reasonably available earlier (attach evidence)
- I believe there was bias, conflict of interest, or discrimination
- Other (specify): _____

D2. Explain your grounds (provide details and reference evidence/attachments).

D3. Supporting documents / evidence attached

Document/evidence	Included (Y/N)	Notes / page numbers

Part E - Previous steps and decision(s) being appealed (if applicable)

E1. Have you attempted Stage 1 (informal discussion/negotiation)?

- Yes No Not applicable (explain): _____

If NO, explain why you have not proceeded through Stage 1 (for example, the matter is serious, safety concerns, or informal resolution is not appropriate).

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If YES, provide details of your Stage 1 attempt (attach copies of emails/notes if available).

Staff member(s) contacted (name and role)	
Date(s) you raised the matter	
How you raised the matter	<input type="checkbox"/> In person <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Other: _____
Summary of the response/outcome received	
Date you received the Stage 1 decision/advice (if applicable)	

E2. If you are appealing a decision, identify the decision(s) you are appealing and attach the written decision(s).

Decision being appealed	<input type="checkbox"/> Stage 1 decision <input type="checkbox"/> Stage 2 decision
Date of the decision	
Decision-maker name and position	

Provide a copy of the original decision(s). For Stage 3 appeals, include the two decisions from Stage 1 and Stage 2 where applicable, and copies of documents exchanged at Stages 1 and 2.

Part F - Support person / representative (optional)

You may be accompanied and assisted by a support person at any meetings conducted under the grievance/appeal process.

If you nominate a support person/representative, provide their details and indicate whether EIA may discuss this matter with them.

Support person / representative name	
Relationship to you	
Contact number and email	
Consent for EIA to discuss this matter with the support person/representative	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes - limited to: _____

Part G - Student declaration

By signing below, I declare that:

- the information provided in this form is true and correct to the best of my knowledge;
- I have attached (or will provide) copies of any relevant documents/evidence referred to in this form;
- I understand that information about this grievance/complaint/appeal will be treated confidentially and will be limited to authorised staff who need to know in order to address the matter;
- I understand that records relating to this grievance/complaint/appeal and its outcome will be stored securely by EIA;
- I understand that I may access support and/or independent advice as needed.

Student signature	
Date	

For EIA staff use only

This section is to be completed by the staff member who receives and/or manages the grievance/complaint/appeal.

Date received	
Received by (name and position)	
Case / file ID	
Matter type	<input type="checkbox"/> Academic <input type="checkbox"/> Non-academic
Stage	<input type="checkbox"/> Stage 2 <input type="checkbox"/> Stage 3
Submission type	<input type="checkbox"/> Grievance/complaint <input type="checkbox"/> Appeal
Assigned officer	<input type="checkbox"/> Course director <input type="checkbox"/> Registrar <input type="checkbox"/> Dean <input type="checkbox"/> General Manager <input type="checkbox"/> Other: _____
Investigation commenced (date)	
Meeting held? (details)	<input type="checkbox"/> No <input type="checkbox"/> Yes (date/time/mode): _____
Outcome issued to student (date and method)	

Outcome summary / decision and reasons

Notifications and record-keeping checklist

- Student provided with written outcome and reasons
- Student provided with a copy of the relevant policy/procedure
- Student advised of right to access an external appeal body (where applicable) and provided contact details
- Matter recorded in EIA register (Complaints and Appeals Register / Continuous Improvement Register)
- Any corrective actions recorded and assigned (Continuous Improvement Register)

Corrective actions / follow-up (if any)

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External appeal and resolution options (information only)

If a student is dissatisfied with the outcome of the internal grievance/appeal process, they may access external appeal/resolution options in line with the relevant policy/procedure.

Commonwealth Ombudsman (international students)	Phone (Australia): 1300 362 072 Phone (outside Australia): +61 2 6276 0111 Website: www.oso.gov.au
Resolution Institute (domestic and international students)	Phone: +61 2 9251 3366 Free call: 1800 651 650 Email: infoaus@resolution.institute