# FORMAL COMPLAINT FORM

This form is to be used by students who have a Formal Complaint and have been unable to resolve this through the informal complaint process as per the Student Complaints Policy on the ANTS website.

Please ensure you complete all requested information detailed in this form. If your contact details have changed, please complete the Change of Details form. This will enable staff to address your Complaint in a timely manner. Failure to provide the requested information may result in a delay in processing your Complaint.

**NOTE:** The completed formal complaint form must be submitted to ANTS .

## SECTION 1: PERSONAL DETAILS

First Name Surname Student ID

Faculty

Course

## SECTION 2: TYPE OF COMPLAINT

1. Academic Complaint

The Complaint was related to the following subject/unit/module:

Assessment Course Content

Intention to Report/Cancel

(academic non progression)

Student Academic Progress

Quality of Course Delivery Other (please specify)

1. Non Academic Complaint

Operations/ Administration Tuition Fees

Physical abuse Verbal abuse

Student issues

Racial/Sexual discrimination and or harassment

Intention to Report/Cancel

(non payment of fees, non commencement or cessation of studies)

Other (please specify)

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## SECTION 3: DETAILS OF Complaint

Please complete the details surrounding the Complaint.

Date Department Location of incident

Name(s) of persons involved

Please address each point individually, include the question when providing your answer and attach them to your application.

* 1. Summary of Events/Complaint
  2. Actions that you would like taken by ANTS

## SECTION 4: SUPPORTING DOCUMENTATION

Please select the type of supporting documentation that you have attached to this application.

Copies of emails

Statutory Declarations from witnesses Copies of letters

Other (please specify and attach documentation)

## SECTION 5: DECLARATION

I declare that to the best of my knowledge, the information I have supplied on this form is true and correct.

I have read and understood the Student Complaints Policy

I have attempted to resolve this Complaint informally and have attached the Informal Discussions sheet to this application

If applicable I have attached my Change of Details form to this application

Student Signature Date

I am the parent/guardian signing on behalf of an under 18 student

Parent/Guardian Signature Parent/Guardian Name