

This form is to be completed by a student who has a formal grievance and has been unable to have their request resolved informally.

Grievance form can be submitted in the following circumstances:

- Student wishes to have a refused or not favourable outcome for a previous application type reviewed formally
- students with a complaint that could not be resolved at an informal level
- students who wish to request review of a decision made by ASA

This form is not related to the below, Internal Appeal must be followed:

- Outcomes arising from academic or non-academic complaint outcomes, where the original complaint was refused or not in favour of the preferred outcome of the student
- ASA-initiated deferral, suspension or cancellation as outlined in Section 7.1 Grounds for Suspension within the Deferral, Suspension and Cancellation policy and procedure.

Return completed form and supporting documentation to info@asahe.edu.au

Please refer to the [Student Grievance Policy](#) and [Student Grievance Procedure](#). Your application will be assessed based on the timeline outlined within the procedure, (10) ten working days.

Section 1: Personal Information

Student ID	<input type="text"/>	Student Name	<input type="text"/>
Course	<input type="text"/>		

Section 2: Type of Grievance

Academic

- | | |
|---|---|
| <input type="checkbox"/> Assessment, including results | <input type="checkbox"/> Delivery of academic material |
| <input type="checkbox"/> Teaching quality | <input type="checkbox"/> Unit content or resources within a course of study |
| <input type="checkbox"/> Other – Please include details below | |

If the information provided does not fit in the above box, please attach the details in a separate document

Non-Academic

- | | |
|--|---|
| <input type="checkbox"/> Timetabling | <input type="checkbox"/> Fees, including refusal of payment plan or payment extension |
| <input type="checkbox"/> Technical Issues | <input type="checkbox"/> Privacy Concerns |
| <input type="checkbox"/> Student administration or support | <input type="checkbox"/> Cancellation of enrolment due non-commencement |
| <input type="checkbox"/> Application refusal outcome | <input type="checkbox"/> Other – Please include details below |

If the information provided does not fit in the above box, please attach the details in a separate document

Section 3: Grievance Details

Has this request been reviewed informally? Yes ☐ No ☐

Please include the outcome or details of the informal review below

If the information provided does not fit in the above box, please attach the details in a separate document

Please provide a detailed explanation of the grievance and include the date on which the issue/event occurred. This should include:

- A brief description/background of the grievance you are wishing to have reviewed
- The desired outcome you are hoping to achieve from the grievance review

If the information provided does not fit in the above box, please attach the details in a separate document

Section 4: Supporting Documentation

Select the type of supporting documentation that has been included with your grievance application.

- | | |
|---|---|
| <input type="checkbox"/> Medical Certificate/Report | <input type="checkbox"/> Statutory Declaration |
| <input type="checkbox"/> Copies of emails or communication with ASA | <input type="checkbox"/> Other – Please enter details below |

If the information provided does not fit in the above box, please attach the details in a separate document

Section 5: Student Declaration

- ☐ I declare that, to the best of my knowledge, the information provided in this application form and all attachments is true and correct.
- ☐ I understand that any incomplete information may lead to the return of my application, or I may be contacted at any time regarding my application
- ☐ I have read and understood the Student Grievance Policy and Procedure

Student Signature

Date