

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. A brief description/background of the grievance you are wishing to have reviewed
- b. 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.

- Medical Certificate/Report
- Copies of emails or communication with ASA
- Statutory Declaration
- 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