

This form is to be completed by a student is requesting the review of one of the following:

- Outcomes arising from non-academic complaint, where a grievance form was submitted and refused
- ASA Initiated deferral, suspension or cancellation as outlined in the [Deferral, Suspension & Cancellation Policy and Procedure](#) including:
 - breaches of the Student Code of Conduct, including academic and non-academic breaches.
 - failure by the student to pay required amounts as stated:
 - in the LoO or
 - included in the Student Fees, Charges, and Refund Policy and associated procedure, or
 - other amounts (such as fee increases, fines) as communicated with reasonable notice.
 - failure by the student to make appropriate course progress as set out in the Student Progression and At-Risk Policy and associated procedure.
 - failure by the student to attend course learning and teaching activities as set out in the Student Enrolment and Attendance 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

Student Name

Course

Section 2: Type of Appeal

- ☐ Formal Complaint (Grievance) Outcome ☐ Non-Academic ☐ Academic

Original formal complaint (grievance) related to:

- | | |
|---|---|
| <input type="checkbox"/> Assessment, including results | <input type="checkbox"/> Delivery of academic material |
| <input type="checkbox"/> Teaching quality | <input type="checkbox"/> Unit contents or recourses within a course of study |
| <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 to non-commencement |
| <input type="checkbox"/> Application refusal outcome | |
|
 | |
| <input type="checkbox"/> Decision made regarding outcome of a conduct review, either academic or non-academic | |
| <input type="checkbox"/> Intention to Cancel – Fees | |
| <input type="checkbox"/> Intention to Cancel – Academic Progress | |

Section 3: Appeal Details

Please provide a detailed explanation of the appeal 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
- Include what steps have already been taken to have the decision 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