

AIT Formal Complaint / Appeal Form

This form must be completed in full prior to submission. Should you have further questions about the procedural steps related to formal complaints or Appeals, please review our Grievances, Complaints, Appeals Policy at www.ait.edu.au/policies-and-procedures or consult with a Student Services staff member.

The Policy includes important details including the flowchart of processing complaints. If you have been notified of an intention to cancel your enrolment, you have 28 days to initiate any response/appeal using this form.

1. Student Detail

Student Name:	_____	Student ID:	_____
Email Address:	_____	Contact Number:	_____
Course/Enrolment:	_____		

2. Grounds for complaint

Please tick all that apply

- ☐ I believe I have been affected by a decision that was made without sufficient consideration of facts, evidence or circumstances
- ☐ I believe I have been affected by a failure to adhere to appropriate or relevant published policies and procedures
- ☐ I believe a penalty, where applied to me, was unduly harsh or inappropriate
- ☐ I believe I have been affected by improper, irregular or negligent conduct by another student or staff member
- ☐ I believe I have been affected by unfair treatment, prejudice or bias
- ☐ Other – _____

3. Details of complaint

Please provide the details of your complaint in the fields below or as attached documents.
Please note that if you do not provide these details your case may not proceed.

Please describe, in your own words, the nature of your complaint/basis of appeal:

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Please describe the history of your Complaint or basis of Appeal, and any steps have you taken to address it:

What is the outcome you are seeking in response to your Complaint / Appeal:

Why are you seeking this outcome:

6. Declaration

- ☐ I declare that all the information provided in this form is my own, and is true and factual to the best of my knowledge.
- ☐ I have read the AIT Grievances, Complaints, Appeals Policy.

Print this form and sign before submitting.

Student signature: _____ Date: _____

Parent / Guardian signature* : _____ Date: _____

*For students under the age of 18, a parent or guardian's signature is required. They may be contacted to discuss this application.

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FOR OFFICE USE ONLY

Complaint / Appeal Application Assessment

Assessed by: _____ Date: _____

Name:	AIT Formal Complaint Form
Approved By	Executive General Manager, Group Quality, Accreditation & Compliance
Date Approved:	16/03/2023
Approved By:	Head of Operations - Technology & Design Division
Date Approved:	16/03/2023
Implementation Owner:	Student Services Manager - Technology & Design Division
Maintenance Owner:	Student Services Manager - Technology & Design Division
Review Date:	16/03/2024