QMS306_04 - FORMAL COMPLAINT FORM

1. Formal Complaint Form

Use this form if you wish to make a formal complaint about:

a. A Chisholm Institute service, process, action, or an academic or administrative decision

b. The conduct of an employee, student or other person associated with Chisholm Institute

The *QMS306 Student Complaints and Appeals* policy explains how the Institute can assist you to resolve your concerns informally. If you are not satisfied with the outcome, you should use this form to lodge a formal complaint. This should be done as soon as possible, but normally no later than six months after the incident in question occurred.

The Institute is subject to the Privacy and Data Protection Act 2014. The details you provide below will be used to process and investigate your complaint. You have a right to gain access to your personal information held by the Institute. Requests for access are managed under the Freedom of Information Act 1982. Refer to the Institute Privacy Policy.

2. Please complete the following:

Your Details	
Date of submission	
Student/Employee Id Number	
Surname	
Given Names	
Address	
Area of Study/Business Area	
Course Code (if applicable)	
Unit Code and name if the complaint relates to a Unit	
Campus	Dandenong / Frankston / Berwick / Cranbourne / Peninsula / Bass Coast / 311 Lonsdale / Chisholm Online
Your Chisholm Email	
Your Alternative Email	
Your day time telephone number	

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3. Complaint Details

What is your complaint? Please include any background information, including specific dates, names and other details that will help our investigation.
What Evidence do you have to support your complaint? Please list any witnesses who can support your statement and attached copies of relevant documents.
Have you tried to resolve the matter informally? If so, what did you do, whom did you ask for help and what was the result? If you have not attempted to resolve the matter informally please explain why.
What is your expectation of lodging this complaint?

In relation to a complaint about the conduct of other people I understand that formal investigation of my complaint requires that the details of my complaint (including my identity) be shared with the person who is the subject of a complaint, so they can respond, as well as with potential witnesses.

Signed: _____ Date: _____

(*Complainant)*

Please send this form and supporting documents via
Email: complaints@chisholm.edu.au or
Post: Complaints at Chisholm
PO Box 684
Dandenong VIC 3175

Your complaint will be investigated and advice provided to you in writing within 20 working days. If you are not satisfied with the way your complaint is handled, you may be able to appeal the outcome internally (see *QMS306_05 Student Appeal Form*). You also have the right to lodge a complaint with an external organisation.

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