Deakin University

Student complaint form

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

1. a Deakin University service, process, action, or an academic or administrative decision
2. the conduct of a staff member, student or other person associated with Deakin University.

The [Student complaints website](http://www.deakin.edu.au/students/student-complaints/) explains how the University 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.

Deakin University is subject to the *Information Privacy Act 2000* (Vic). 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 University. Requests for access are managed under the *Freedom of Information Act 1982*. Refer to the University’s [Privacy policy](http://theguide.deakin.edu.au/TheGuide/TheGuide2011.nsf/0/BE56C159459E1CA9CA257B02007A17C6?OpenDocument).

**Complaint form submission date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- |
| **Your details** |
| **Deakin student ID number**  |  |
| **Surname** |  |
| **Given names** |  |
| **Faculty, School or Institute** |  |
| **Your course code** |  |
| **Unit code and name if the complaint relates to a unit** |  |
| **Campus** | Burwood / Waterfront / Waurn Ponds / Warrnambool / off-campus  |
| **Your Deakin email** |  @deakin.edu.au |
| **Day time telephone number** |  |

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| --- |
| **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 attach 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 outcome would you like?***  |
|  |

***Please check the following box for complaints relating to 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.

Please send this form and supporting documents via

Email studentcomplaints@deakin.edu.au or

Post Student Complaints Manager

Deakin University

221 Burwood Highway

Burwood VIC 3125.

We will investigate your complaint and advise you of the outcome as soon as possible.

If you are unhappy with the way your complaint is handled, you may be able to appeal the outcome internally. You can also lodge a complaint with an external organisation.

Further information is available on the [student complaints website](http://www.deakin.edu.au/students/student-complaints/) and in the Student Complaints Resolution[*policy*](http://theguide.deakin.edu.au/TheGuide/TheGuide2011.nsf/191d0d51322b3a04ca2576be00064063/0f1bf9d708454808ca257aa9007d54d9?OpenDocument)and [*procedure*](http://theguide.deakin.edu.au/TheGuide/TheGuide2011.nsf/191d0d51322b3a04ca2576be00064063/8bd1aaad0d0d53e8ca257aad001b8028?OpenDocument). If you can’t find the answer to your question, please email studentcomplaints@deakin.edu.au