Student Complaint Form

Before you initiate this process, please read the *Student Complaints and Appeals Policy and Procedure.*

A complaint regarding an academic or non-academic matter may sometimes be resolved informally to the complainant's satisfaction without making a formal complaint. APAC encourages this approach, since an informal resolution is likely to be less disruptive for all concerned than a formal process. If you require advice prior to making a complaint, or support during the process, please contact your Head of Discipline (for advice and support).

There is no requirement that an informal resolution be pursued prior to making a formal complaint. If you wish to proceed to make a complaint under the *Student Complaints and Appeals Policy and Procedure*, please complete this form, attach to it all relevant supporting documentation, and submit it by email (admin@apac.edu.au) or in person to 'Administration' via the APAC Reception desk.

Last Name:

First Name:

Course of Study:

Student ID:

Nature of the Complaint:

(Please describe the details of your complaint, highlighting relevant actions, incidents, names of people involved, and dates.)

Supporting Documentation:

(Please list any documentation you have attached to this form to support this complaint.)

Steps Already Taken:

(Please describe the steps, if any, that you have already taken to resolve your matter.)

Desired Outcome:

(Please describe the outcome that you are seeking as a result of this complaint.)

Privacy and Personal Information

You are entitled to protection of the personal information you provide. Your personal information is treated according to the law and the *APAC Privacy Policy and Procedure.*

The personal information collected on this form will allow your matter to be properly considered. During this process, APAC may need to disclose some personal information to other organisations, including as required by law.

By signing and submitting this form, you consent to the APAC using and disclosing your personal information as described above.

Signature: _____**Date: _____**