

Student Academic Complaints Form

A student with an academic complaint must complete this form and present it to the office of the Dean of Faculty with all supporting evidence. If a student's academic-related complaint is not resolved informally at the Faculty level, the student (or other complainant) must provide details in writing to the Deputy Vice Chancellor Academic Affairs (DVCAA) as soon as possible after the event(s) concerned and normally within six weeks. Any delays may make it difficult to investigate. Anonymous complaints cannot be dealt with because a response cannot be provided. However, the identity of a complainant will not be disclosed without permission. A complaint will not be recorded on the academic record.

This form should not be used for the following:

Notification of mitigating circumstances for assessments (there is a separate mitigating circumstances form)

Appealing against academic results (there is a separate appeal against an academic assessment form)

Dealing with disciplinary offences (complaints about the behavior of students are dealt with through student affairs)

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| Student Name | | Student Id Number | |
| Faculty | | Major | |
| Student SU email | | Telephone Number | |
| Date on which the incident happened | | Name of anyone else involved | |

Select the complaint type:

- The Admission and Registration process and system
- The timetabling of lectures, tutorials and examinations
- A program or specific course (course content, documentation and materials, lecturer theatres, labs etc.)
- A member of the teaching staff (or Lab technicians)
- Academic advising
- Learning resources and the library
- Learner support
- Assessments
- Grades
- Absences
- Academic probation, and suspension
- Academic Integrity

Details of the event: *(please attach all evidence supporting the claim)*

Deans Comment: Indicate how the complaint was investigated and by whom, the evidence used, the conclusion reached if appropriate, the steps taken to rectify matters. It may not be possible to do exactly what was requested, but the complainant will be given the opportunity to say whether or not they are satisfied.

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| Dean Name (PRINT) | | Signature | |
| Deputy Vice Chancellor of Academic Affairs Comment (where applicable): | | | |
| Deputy Vice Chancellor of Academic Affairs | | Signature | |
| Agreed Actions | | | |
| By whom | | | |