



## FORMAL COMPLAINTS AND APPEALS LODGEMENT FORM

### 1. Student Details:

First and Family  
Names:

Student ID:

### 2. Course Details

Abbreviated Course  
Code

Course  
Title

### 3. Academic Complaints

Select the category that best describes the matter about which you are making a complaint.

- |  |   |
|--|---|
| <input type="checkbox"/> Admission and enrolment | <input type="checkbox"/> Credit transfer or RPL application |
| <input type="checkbox"/> Teaching                | <input type="checkbox"/> Unit curriculum                    |
| <input type="checkbox"/> Special consideration   | <input type="checkbox"/> Other (please specify)             |

### 4. Non-academic complaints

Select the category that best describes the matter about which you are making a complaint.

- |   |  |
|---|--|
| <input type="checkbox"/> Tuition fees           | <input type="checkbox"/> Withdrawal Without Penalty                                |
| <input type="checkbox"/> Critical incident      | <input type="checkbox"/> Discrimination, bullying, harassment or sexual harassment |
| <input type="checkbox"/> Student misconduct     | <input type="checkbox"/> Campus facilities and resources/Library                   |
| <input type="checkbox"/> Other (please specify) |  |

**5. Appeal of a Metavision decision**

State the subject of your appeal:

**6. Statement of complaint or appeal**

Provide your statement of complaint or appeal with sufficient information about the nature of your complaint or appeal, including details of the complaint or appeal, steps already taken to resolve the complaint or appeal (if relevant), an outline of supporting evidence and the outcome you are seeking.

**7. Supporting evidence**

Attach supporting evidence for your appeal. If relevant, include the names and contact details of witnesses to the incident which is the subject of your complaint.

**8. Signature**

I certify that the information and supporting evidence I have supplied are true and accurate in every detail.

Signature:

Date: