



LEA's *Student Grievances, Complaints and Appeals Policy* establishes the mechanisms by which LEA will handle student complaints and appeals. It outlines your rights and responsibilities and the procedures for making informal and formal complaints, as well as internal and external appeals. It also stipulates the processes followed for investigation, investigating officers and timeframes.

It is also designed to give you an understanding of when to escalate grievances and the processes through which mediation with a third party should be initiated, how complaints are to be dealt with objectively and fairly for all involved, and how LEA monitors closely any instances of grievance reaching the level where external mediation becomes necessary.

The *Student Grievances, Complaints and Appeals Flowchart* details schematically the four stage complaints process, and internal and external appeals.

Before lodging a formal complaint, please ensure that you have read the *Student Grievances, Complaints and Appeals Policy* and followed Stage 1 of the student complaints procedure in the *Student Grievances, Complaints and Appeals Flowchart*.

Completed forms should be sent to the:

Student Experience Manager
Lincoln Education Australia
144A Marsden Road
Ermington NSW 2115

Email: studentexperience@lincolnaustralia.edu.au

The *Student Complaint and Appeals Form* can also be completed online at www.lincolnaustralia.edu.au

For any queries or assistance please contact the Student Experience team on +61280617872.

This form can be used to make:

- (i) A formal complaint about an academic or non-academic matter:
 - Academic matters are all course and course related matters (e.g., academic support, learning resources, equipment)
 - Non-academic matters may include policy; communications; student services; the conduct of other persons (e.g., students, staff members) such as hostile/disruptive/ bullying/ discriminatory behaviour; and health and safety
- (ii) Or appeal a formal complaint outcome

STUDENT COMPLAINTS AND APPEALS FORM



Your Details			
Surname:		Given names:	
Date of birth:		Phone No:	
Email:			
Address:			
Course enrolled in:			
Complaint submission date:			

Details of Complaint

please circle: **Academic / Non-Academic**

What is your complaint? Please include any background information including specific dates, names and other details that will help our investigation.

STUDENT COMPLAINTS AND APPEALS FORM



Do you have any evidence 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, who did you ask for help, and what was the result? If you have not attempted to resolve the matter informally, please explain why?

What effect has the event/action had on you? And what outcome would you like?



Details of Appeal

Why do you not agree with the resolution of the complaint?
Do you have any new evidence to support your complaint? Please attach copies of relevant documents?
What outcome would you like?



Please read the statements below and check the boxes in acknowledgement.

- I understand that a formal investigation of my complaint requires the details of my complaint (including my identity) to be shared with the person who is the subject of the complaint, so they can respond. These details may also be shared with potential witnesses.

- I have read the *LEA Student Grievances, Complaints and Appeals Policy* and the *LEA Student Grievances, Complaints & Appeals Flowchart* and understand the process, potential consequences and outcomes of lodging this complaint.

All complaints related to academic matters are to be sent to the Course Coordinator and those related to non-academic matters to Student Experience Manager.

We will endeavour to contact you as soon as possible regarding your application (within a maximum of 5 days). If you are unhappy with the way your complaint is handled, you may be able to appeal the outcome internally or lodge a complaint with an external organisation.

For further information please refer to the *Student Grievances, Complaints & Appeals Policy*, or contact a member of the Student Experience team.

Privacy notification: *Personal information collected on this form will be used to process and investigate your complaint. Only the people who are directly involved in the complaint will have access to information about the complaint. This complaint and further communications that form part of the complaint will be stored securely in the Complaints and Appeals Register. You have the right to request access to your personal information.*

Office Use Only	
Date received:	
Referred to:	Date referred: