

Hints

- Complainants and respondents have the right to have the details of the complaint kept confidential. Privacy is paramount so information collected as part of a student complaint will be kept in a confidential and secure location, and will not comprise part of the student's Academic Student File.
- The following principles of natural justice apply to all stakeholders to a complaint:
 - all parties to a complaint shall have the right to be heard;
 - all relevant submissions and evidence shall be considered;
 - matters that are not relevant shall not be taken into account; and
 - that the decision maker shall not be biased or appear to be biased.
- Be honest and realistic with your intentions and desired outcome
- There are three stages to the complaint process; this letter format can be used at stage 2 or 3

Date
Your Name
Your Student Number
Your Contact Details

Dear (INSERT THE NAME OF DEPARTMENT RELEVANT STUDENT COMPLAINT OFFICER <http://www.rmit.edu.au/browse;ID=vdwiga6ug28g> or ACADEMIC REGISTRAR'S GROUP),

I am writing to you today as I wish to make a formal complaint about (WHOM or WHAT IS YOUR COMPLAINT ABOUT (BRIEF DESCRIPTION AS YOU WILL PROVIDE MORE INFORMATION LATER). I have already taken the initial steps to resolve this on a SCHOOL/DEPARTMENT level, by speaking to NAME OF PERSON WHOM YOU HAVE ALREADY RAISED COMPLAINT. However up to this point they have failed to provide a satisfactory outcome or resolve the problem and so I am taking the action to raise my concerns with you. Below I have outlined my complaint and have provided with this letter evidence to support my case.

IN THIS NEXT SECTION IT IS IMPORTANT TO CLEARLY EXPLAIN;

- WHAT YOUR COMPLAINT IS ABOUT? I.E. WHAT OCCURRED? WHO WAS INVOLVED? INCLUDE DATES AND TIMES OF INCIDENCES IF YOU CAN.
- HOW THIS AFFECTED YOU? ACADEMICALLY AND/OR PERSONALLY- HOW DID IT MAKE YOU FEEL?
- WHAT STEPS YOU HAVE TAKEN TO RESOLVE THE PROBLEM? AND WHAT RESULT THESE ELICITED?
- WHAT OUTCOME WOULD YOU LIKE TO SEE? WHAT DO YOU FEEL NEEDS TO OCCUR FOR THE PROBLEM TO BE RESOLVED?

I have attached the following documents as evidence of my complaint;

LIST DOCUMENTS; THESE COULD INCLUDE EMAILS, RESULTS, STATEMENTS FROM OTHERS, MEDICAL CERTIFICATE, POLICE REPORTS, LETTERS FROM COUNSELLOR or STATUTORY DECLARATIONS

I believe that these documents support my complaint. Ultimately I am writing this letter with the hope that my complaint about (WHAT IS THE MAIN POINT OF YOUR COMPLAINT) will be resolved. The resolution that I feel is fair and appropriate, and will amend the issues is WHAT WOULD YOU LIKE TO SEE OCCUR TO RESOLVE THIS PROBLEM. BE CLEAR ABOUT THE OUTCOME.

N.B. With what you would like to achieve, it is important to remember to consider carefully what you wish to see as the outcome. For example asking for your lecturer to be sacked because your paper was graded incorrectly will make you seem unreasonable and you are not likely to have the complaint taken as seriously. It is important to ask for an apology if you have been made to feel bad or upset. But the main point should be a solution to the issues.

I appreciate the time you have taken to read this letter and consider the grievance that I have contacted you about. If you have any additional questions or would like to talk to me about resolution options, I can be contacted on YOUR CONTACT DETAILS. I would like to have this resolved as quickly as possible so that I can better fully focus on my studies and completing my YOUR COURSE.

Regards,

YOUR NAME

For more student rights information visit our website: www.su.rmit.edu.au/student-rights

For additional assistance drop into or call a Student Union Front Office to speak with a Student Liaison Officer;

City Higher Ed: Building 8, Level 3ph: 03 9925 5004

Tivoli (Business): Building 108, Level 3ph: 03 9925 5647

Carlton Campus: Building 57, Level 4ph: 03 9925 4769

Brunswick: Building 514, Level 2ph: 03 9925 9478

Bundoora: Building 204, Level 1ph: 03 9925 7226

Or, send detailed information regarding your case to student.rights@rmit.edu.au

If required, an appointment will be made for you with a Student Rights Officer

This Student Rights Letter Template series is brought to you by the RMIT University Student Union (RUSU) Welfare and Education Departments and your Student Rights Officers.