STUDENT GRIEVANCE FORM

Students should use this form to lodge a formal grievance under the *Student Grievance Handling Policy and Procedure*. Students are strongly encouraged to seek informal resolution of grievances in the first instance by contacting the student support officer (by phone +61 2 9096 3750 or via email at admin@shea.edu.au), your educator, or any staff member.

Note: Before completing this form, please read the *Student Grievance Handling Policy and Procedure* information on SHEA's Website: www.shea.edu.au. Academic judgement is a proper part of higher education and the learning environment. Therefore, students cannot use the grievance process to appeal a mark or a grade - a review of this type of decision is available under the *Student Assessment Policy and Procedure*.

Once completed, submit the form to the Registrar: admin@shea.edu.au. If you need help completing the form, contact the student support officer (by phone +61 2 9096 3750 or via email at admin@shea.edu.au).

Date:			
Student Name:		**Student ID:**	
Student Contact Details			
Address:			
Mobile Number:		**Email:**	
Current Course:	**Bachelor of Information Technology**		
Describe the nature of your grievance. Attach any relevant documentary evidence.			
Steps you have already taken to resolve this grievance (include dates and who you contacted in person, by email, phone or other):			
☐ *I hereby declare that the information provided is true and correct. I understand that providing false information to SHEA may result to termination of my enrolment and/or entitlements.*			
Student's Signature:			

Office Use Only	
Grievance Number:	
Allocated to:	
Date Receipt of the grievance acknowledged (within five working days of receipt)	
Clarification with the student (details of any interaction, including meetings)	
Assessment of Grievance	
Decision with detailed reasons	
Date Student notified of decision	☐
Action taken to prevent reoccurrence (if required)	
Greivance resolved by:	
Position:	
Signature:	
☐ **SMS** updated and scanned form/documents uploaded	**Date:**