

Formal Complaint

TIPS: Grounds for complaints can be found in the Flinders University Complaints policy - <https://www.flinders.edu.au/content/dam/documents/staff/policies/academic-students/student-complaints-policy.pdf>

Remember the person you are writing to does not know your circumstances. You should explain your situation clearly and provide sufficient evidence to support your request. Be specific about people, dates and events.

Attach copies of any relevant emails, medical certificates, official letters, etc., as evidence to support your complaint.

HOW TO SUBMIT: Please go to the following link <https://students.flinders.edu.au/life-at-flinders/student-complaints-and-appeals> and select “Step 2 – Formal Complaints”

Below are our suggestions of what you should include in your complaint - this can either be entered as text in the box labelled “**Provide a summary of your complaint**” or attached as a separate document.

I am making a formal complaint about (**a topic/course/person**) as per Flinders University Complaints Policy.

This is your opportunity to describe your situation. Student Complaints will not have any background on your issue, so you need to provide enough information for them to understand the nature of the complaint. You should -

- *Outline issues in chronological order, give specific dates, names and outcomes.*
- *Provide copies of relevant documents, including emails*
- *Indicate steps taken so far to resolve the issue. Who have you discussed the matter with? What was the outcome of the discussions?*

This issue has affected me in the following ways.

In this section, we suggest you explain the impact that this issue has had on you. This could include one or more of the following:

- *Academic impact. Has it affected your study progress, or your ability to apply for a post-graduate degree?*
- *Financial impact. Have you lost money as a result of the issue, e.g. University fees, HECS-HELP debt, loss of income?*
- *Future plans/professional impact. Has it affected your career plans, or have you missed out on a job offer because of it?*
- *Personal impact. How has the issue made you feel? Has it caused you significant stress, or contributed to depression or anxiety? Have you had to speak to a health professional about the issue?*

As a result of making this complaint, I would like the following to occur.

What outcome are you seeking from the complaints process? For example, this could include:

- *An investigation into the actions of individuals;*
- *Necessary action to rectify a mistake;*
- *An apology for any mistakes that have been made.*