

# Formal Student Complaint Submission

## How to submit a complaint

- Students may submit a formal complaint to Holmesglen on this form. To submit an informal complaint, please see the Complaints Policy (Learners) for information.
- For information on how your complaint will be handled by Holmesglen, refer to the Complaints Policy (Learners), which is available on the Holmesglen website.

### Student details

**Last name:**

**First name:**

**Email address:**

**Telephone:**

**Student ID Number:**

**I am a:**      Current student - Local      Current student - International      Prospective student      Former student      Apprentice/Trainee      Parent/Caregiver

### Program details

**Program code:**

**Program name:**

**Faculty/Department:**

**Campus:**

### Complaint Type (Please select as many as relevant)

**Child Safety Concern**

**Academic course (Structure/content)**

**Academic quality (Teaching quality/materials)**

**Student administration**

**International student matter**

**Customer service:**

**Student Support Services**

**Financial (including Fees)**

**Systems, equipment, facilities:**

Brightspace

Campus facilities

Technical Services Department

Website

**Holmesglen Employee conduct:**

Unprofessional behaviour (including language)

Physical abuse

Sexual harassment/misconduct

Racial Discrimination

Gender Discrimination

Other (please specify):

**Student conduct:**

Unprofessional behaviour (including language)

Physical abuse

Sexual harassment/misconduct

Racial Discrimination

Gender Discrimination

Other (please specify):

**Other (please specify):**

**Student Services Advisor/Representative/Support Person**

**! You may nominate a support person to support you with this complaint. If you have a support person, please provide their details here. See the Complaints Policy (Learners) for information about who is an appropriate support person.**

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**Position/Title (e.g. Student Advisor, friend, parent):**

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**Email address:**

## Your Complaint

**Complaint Details:** (Clearly explain who and/or what you are complaining about and how you have been adversely impacted. Try to discuss events in chronological order: state dates, times, locations, and names of those involved. Attach a separate page if insufficient space on this form).

**Have you tried to resolve the complaint with the relevant staff member or faculty?**

**Yes**    If Yes: Please provide brief details about what happened. Please also provide your informal complaint file number if you have one.

**No**    If No: Please explain why you have not tried to resolve the complaint with the relevant staff member or faculty below:

**Yes** If Yes: Please provide brief details about what happened. Please also provide your informal complaint file number if you have one.

**No** If No: Please explain why you have not tried to resolve the complaint with the relevant staff member or faculty below:

**What outcome/s are you seeking? :**

What you want to achieve by submitting a complaint cannot be guaranteed, but will be considered.

Apology	Correct an error	Have a decision made	Review and improve existing services and processes	Other. Please specify:
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What you want to achieve by submitting a complaint cannot be guaranteed, but will be considered.

Other. Please specify:

## Your Agreement

<p><b>In submitting this complaint, I agree that:</b></p> <p>I have read the Holmesglen Complaints Policy (learners).</p> <p>I submit this complaint in good faith and will participate in any investigation process that arises from it.</p> <p>The information I have provided in this document is a true reflection of my experience.</p> <p>I understand that this complaint and all attached documentation plus any evidence gathered as part of any investigation may be disclosed to the respondent.</p>	<p><b>Where to send your completed Appeal application</b></p> <p><b>By email:</b> Complaints@holmesglen.edu.au</p> <p><b>By mail:</b> Complaints and Appeals Officer Holmesglen Institute PO Box 42, Holmesglen, Victoria 3148</p>
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I have read the Holmesglen Complaints Policy (learners).

I submit this complaint in good faith and will participate in any investigation process that arises from it.

The information I have provided in this document is a true reflection of my experience.

I understand that this complaint and all attached documentation plus any evidence gathered as part of any investigation may be disclosed to the respondent.

Holmesglen will share details of your complaint and the outcome with internal Holmesglen staff where it is necessary for the investigation or the implementation of any resolution.

Holmesglen may share details of your complaint with a third party (for example Victoria Police, the Commission for Children and Young People, Child Protection or the Department of Homeland Security) where a criminal offence or a child safety issue has been alleged or is discovered during the course of any investigation or where disclosure is required by law.

### Where to send your completed Appeal application

**By email:**  
Complaints@holmesglen.edu.au

**By mail:**  
Complaints and Appeals Officer  
Holmesglen Institute  
PO Box 42, Holmesglen, Victoria 3148

## What's next...

**What's next...**  
You will receive an automated reply to confirm that we have received your complaint by email. If you submit your complaint by mail, you will receive a return letter confirming receipt.

You may be asked to provide further information to assist with the investigation of your complaint. You will be contacted within 10 working days with an update of the progress of your complaint.

**Signature:**

**Date:**