

COMPLAINTS AND GRIEVANCE FORM

Updated April 2019

This form is used to lodge an official complaint or grievance to BBI-TAITE.

BBI-TAITE is committed to providing effective complaint and grievance management processes which prioritise the welfare of those involved.

For information regarding BBI-TAITE's Student Grievance Policy – Non-Academic, including associated processes, please view the policy and procedures online at <https://www.bbi.catholic.edu.au/student-information/BBI-Policies>.

Before lodging a formal complaint please ensure that the matter is addressed with the relevant BBI-TAITE staff member first as most complaints are able to be resolved this way.

PLEASE NOTE THAT:

You need to include a copy of supporting documentation to provide evidence in support of your complaint or grievance. For example, this might be a medical certificate or letter from a medical practitioner in the case of illness, email correspondence, diary record of events, etc., so that BBI-TAITE can accurately assess your circumstances.

You may be accompanied and assisted by a support person at any relevant meetings.

Your enrolment during this process is ongoing.

Personal, Enrolment & Financial Details

Student Number _____

Full Name _____

Email Address _____ Mobile/Phone Number _____

Current Award / Course Enrolment _____

Have you already discussed this matter with the other person involved in order to seek a resolution? YES / NO
(If no, you MUST seek to resolve this matter directly with the person first. Please only continue with this form if you do not receive a satisfactory resolution).

Are you appealing the outcome of a previous complaint? YES / NO

Please explain the reason for your complaint/grievance, including history of events, names and actions of those involved, and your preferred outcome. Please attach supporting documentation.

Signature _____ Date _____

Please return this form by email to: studentservices@bbi.catholic.edu.au