



Formal Complaint (Stage 3) Form

Full details about the complaint procedure are on [how to make a complaint](#).

When to use this form

If you couldn't resolve your issue through a stage 1 or 2 informal complaint, you can submit this form to make a stage 3 formal complaint about areas such as admissions, graduate research, libraries, graduations, MRS, health services, scholarships and buildings and property.

When not to use this form

You need to use our [online form](#) if your complaint concerns faculty or student administration services, such as special consideration, Withdrawn Incomplete (WI) grades, fees and timetables.

Your details			
First name		Family name	
Phone number			
Monash email address			
Student ID number			
Tell us what happened			
When did the issue occur? What took place? Please include anything that may help us understand the situation.			

How have you tried to resolve this issue?

Who did you contact? How? When? What response did they give? How? When?

Why are you dissatisfied with their response?

If you haven't taken steps to resolve this issue, please explain the reason.

What would you like us to do?

Please say what you feel would be a fair outcome of your stage 3 formal complaint.

Supporting documents

List documents that you're attaching (e.g. correspondence with staff members).

After you've answered all our questions above, please make sure to read the declaration and privacy statements before you [submit this form](#).

Declaration and privacy

Declaration statement

By submitting this form:

- I certify that the information I have provided is true, accurately represents the facts and includes all the details relevant to my formal complaint. I understand that failing to provide accurate, honest and relevant information may constitute student general misconduct under Part 7 of the [Monash University \(Council\) Regulations](#).
- I understand that the investigation of my formal complaint may be terminated if:
 - I do not treat staff with courtesy and respect
 - I engage in behaviour that places the health or safety of the Monash community at serious risk, or substantially impacts the University's resources, or
 - I do not cooperate with the review of my formal complaint, including failing to provide relevant information.

Privacy statement

The information on this form is collected for the primary purpose of investigating your complaint. Other purposes of collection include recording your declaration, attending to academic and administrative matters and statistical analyses. You have a right to access personal information that Monash University holds about you, subject to any exceptions in relevant legislation. If you wish to seek access to your personal information or inquire about the handling of your personal information, please contact our Data Protection and Privacy Office at dataprotectionofficer@monash.edu.

How to submit this form

You need to [submit your form](#) to the relevant department. If you're not sure where to send the form, ask [Monash Connect](#) for advice.

After submitting the form, check your email regularly and make sure to respond promptly to any requests for additional information or clarification.

If you're a current student at Monash University, it's important that you maintain your enrolment and continue your studies while we assess your complaint.

Help with your complaint

You can get help from [student rights officers](#) at your campus. Student rights officers are independent of the University and can provide confidential and impartial advice. We strongly advise that you seek assistance in preparing your complaint if you have not already done so.