



STUDENT DETAILS

Family name		First name/s	
Student ID number		Faculty	
Monash student email address		Contact number	

GRIEVANCE DETAILS

Please provide details of your grievance	
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Have you tried to resolve the complaint informally?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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<p>If yes, please provide details:</p> <ul style="list-style-type: none"> - Names of staff you have contacted, how you have contacted them and dates. - Outline the response you received, the date, and why you are not satisfied with the response. - You may attach copies of email correspondence to this form 	
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If no, please explain why you have not tried to resolve the complaint informally	
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GRIEVANCE DETAILS, CONTINUED

What outcome are you seeking?

ADDITIONAL INFORMATION

Please include any additional information related to your grievance. If you are attaching supporting documents please list these here.

STUDENT DECLARATION

By lodging this form I certify that:

- I believe the information I have provided on this form and in the attachments to the form is true, accurately represents the facts and includes all information relevant to my grievance. I understand that the failure to provide accurate, honest and relevant information may be an offence under the [Monash University \(Council\) Regulations Part 7 – Student Discipline](#).
- I understand that the investigation of my grievance may require me to provide further information, answer questions and make myself available to attend a meeting/s.
- I understand that the investigation of my grievance may be terminated if I do not treat staff with courtesy and respect, or I engage in behavior that places health or safety at serious risk or substantially impacts the university's resources, or I do not cooperate with the review of my grievance, including by providing relevant information.

Name:

Date:

Privacy Statement: The information on this form is collected for the primary purpose of investigating your grievance. Other purposes of collection include recording your student 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 the University Privacy Officer: privacyofficer@adm.monash.edu.au

Completing the Grievance Lodgement Form

This form should be used by coursework students and graduate research degree candidates wishing to lodge a grievance. Before completing the form, you should refer to the Student Complaints and Grievance [Policy](#) and [Procedures](#) so that you know what is required and understand the University process for dealing with complaints and grievances.

Assistance with your grievance

Assistance with complaints and grievances is available from [student rights officers](#) at your campus. Student rights officers are independent of the University and can provide confidential and impartial advice. It is strongly advised that you seek assistance to prepare your grievance if you have not already done so.

Student details

The information you provide in the student details section is required to access your record on the student management system, and communicate with you about your grievance.

If you are a current student you must use your student email address for correspondence about your grievance.

Grievance details

In this section you are asked to provide details of your grievance.

Before lodging a grievance you must try to resolve the complaint informally directly with the staff member or area concerned, unless there is a compelling reason to not do so. This could be by contacting the staff member for example via email or directly face-to-face. On the Grievance Lodgement Form you should provide names of any staff you have contacted about your complaint, how you have contacted them and dates. You should also outline the response you received, the date, and why you are not satisfied with the response. You may wish to attach copies of any email correspondence to this form.

If you have not tried to resolve your complaint informally you must provide reasons for why you have been unable to do so or do not wish to do so.

In this section you are also asked to indicate what outcome you are seeking to your grievance. That is, what action could the University take that would settle the matter in your view. If your grievance is found to be substantiated but the resolution you have indicated cannot be accommodated, alternative resolutions will be considered.

Additional information

If there is any other information that may be useful for the investigation of your grievance please include it here. If you are attaching documents to the Grievance Lodgement Form, please list the documents in this section.

Student declaration

In this section you are required to certify that the information you have provided is true and that you understand what is expected of you during the investigation.

Lodging your grievance

The Grievance Lodgement Form should be sent via email to the Grievance Officer of the faculty, division or unit that your grievance relates to. Information on where to direct a grievance can be found on the [student complaints and grievances website](#).

After lodging a grievance you should check your email regularly and make sure that you respond promptly to any requests for further information or clarification.

If you are a current student at Monash University it is important that you maintain your enrolment and continue your studies while your grievance is being assessed.

Note

This form should not be used to make a complaint, grievance or appeal relating to discipline, revocation of degrees or awards, exclusion for unsatisfactory academic progress or inability to progress, student progress management, exclusion for health reasons, unprofessional or inappropriate conduct by staff, discrimination or harassment, or financial assistance decisions that are reviewable decisions under the Higher Education Support Act 2003. Please refer to the [Student Complaints and Grievances Policy](#) for further details.