

Formal Grievance Form

Important Information

This form applies to students and prospective students who, having exhausted the possibility of the informal complaint resolution process, wish to escalate the matter and lodge a formal grievance. This form should be read in conjunction with the following policies:

- Grievance & Appeals Policy for Academic Matters
- Grievance & Appeals Policy for Non-Academic Matters
- Admissions Policies
- Assessment Policy
- Tuition Fee Refund Policy
- Privacy Policy

All college policies referenced in this document can be found in the Student Handbook and accessed via *Student Resources* section of the student portal Canvas at <https://mercer.instructure.com> and FAQs section of the School website.

All students, prospective students and any other parties to Mercer are entitled to access the grievance procedures set out in the college **Grievance & Appeals Policies**, regardless of the location of the campus at which the grievance has arisen, their place of residence or the mode in which they study.

The procedures set out in School **Grievance & Appeals Policies** do not replace or modify procedures or any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Examples of Grievances

An “**Academic Grievance**” means a written complaint where a student or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Academic progression
- Assessment and grading matters
- Course content, structure or delivery
- College decisions in relation to academic misconduct
- Supervision of internship placements
- Copyright or intellectual property

A “**Non-Academic Grievance**” means a written complaint where a student or prospective student believes they have received unreasonable treatment in relation to matters such as:

- Admission processes or decisions
- Enrolment processes or decisions
- Timetabling processes
- College decisions in relation to non-academic misconduct
- Financial status of a student (except in relation to Tuition Fee or FEE-HELP Refunds)
- Discrimination, harassment, bullying or intimidating behavior

The School expects most complaints can be resolved with informal resolution (Stage 1). Informal resolution provides the best opportunity for open and direct dialogue and is the most time effective strategy.

However when if this informal approach does not lead to an acceptable resolution then a formal grievance process can be initiated under Stage 2 by lodging this ‘*Formal Grievance Form*’.

Lodging the Application Form

You can lodge your completed application with Student Care studentcare@mercer.edu.au. Your completed application must be received by Student Care within ten working days of the informal resolution process or the event.

Mercer will sign and return this front instructional sheet as proof of submission. It is recommended you take a copy of your completed application for your records. Mercer is not responsible for taking or providing the applicant with a copy at the time of the completeness check.

The Application Process

A Complainant wishing to lodge a formal grievance must submit this ‘*Formal Grievance Form*’, which can be downloaded via *Student Resources* section of the student portal Canvas at <https://mercer.instructure.com> and the School website, to StudentCare studentcare@mercer.edu.au.

The form must be completed in full to provide the following information to assist with investigation and the determination of a reasonable resolution:

- A clear description of the grievance, including date, location and persons involved
- A summary of the processes and steps taken to date to try and resolve the grievance informally
- A proposed resolution which they believe will settle the grievance
- Attach any documentation in support of the grievance or proposed resolution

Student Care will only consider a formal grievance complete and eligible for investigation when all sections have been filled-in and the form has been signed by the Complainant. Incomplete application forms will not be accepted.

Assessment & Notification of Outcome

On receipt of a completed application, a Grievance Officer will assess the grievance in accordance with the college **Grievance & Appeals Policies** and any associated policies and advise the applicant of the outcome in writing.


If, in the opinion of the Grievance Officer, the grievance is frivolous or unjustified, the decision will be communicated to the Complainant within ten working days of the acceptance of the completed grievance application including reasons for the decision. The matter will be considered closed.

If, in the opinion of the Grievance Officer, the grievance is justified, they will commence their investigation. The investigation will be completed within fifteen days of receipt of the completed grievance application and the decision will be communicated to the Complainant within five working days of the completed investigation. The matter will be considered closed.

The Complainant has the right to appeal at the conclusion of the investigation.

Privacy Statement

Mercer is committed to the protection of privacy in accordance with the *Privacy Act 1988*. Mercer collects, stores and uses personal information only for the purposes of administering student admissions, enrolment and education. All information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal and regulatory compliance requirements of Mercer as an education provider. For more information on our approach to privacy, please refer to our Privacy Policy in the Student Handbook.

LODGEMENT RECEIPT	
Received by Mercer as a complete application for assessment	
Mercer: 	Date: Name:
Student Number:	

Please retain this copy as proof your application was submitted

Formal Grievance Form

Type of Grievance (please select):

Academic Grievance

Non-Academic Grievance

Personal Details

Collarts Student Number (if applicable):

Address:

Family Name:

Given Name(s):

Collarts or Personal Email Address:

Date of Birth:

Title:

Mr Mrs Miss Ms Dr

Contact Telephone Number:

Course Details

What course are you enrolled in or applying to?

List the unit(s) concerned (if an academic grievance only):

Grievance

Describe your grievance (include specific details):

Have you tried to resolve this issue informally? No Yes (If yes, please provide a brief summary of the process below)

What is your proposed resolution to settle the grievance?

Student Declaration

I declare that the information provided by me is true and correct. I have read and understood the information contained on this form and at the **Grievance & Appeals Policies** as published in the Mercer Student Handbook and *FAQs* section of the college website.



Date Signed (dd/mm/yyyy):

Mercer Office Use Only:

Referred to a Grievance Officer

Grievance Officer:

Date: