



Student Complaint Form

This form is for students who wish to lodge a complaint about an academic or non-academic matter. A complaint is a grievance about services, facilities, staff or student behaviour, administration, or other matters affecting the student experience. Appeals against academic or non-academic decisions must be made using the Student Appeal Form.

Complaints will be handled fairly, confidentially, and without disadvantage to the student. Please complete all sections clearly and attach supporting documents.

Part A: Student Details

Student Number (ID):	_____
Family Name:	_____
Given Name:	_____
Email:	_____
Phone:	_____

Permanent Address:

Term Address (if different):

Part B: Nature of Complaint

Please indicate the type of complaint you are raising:

- Bullying or harassment (by staff or students)
- Discrimination (direct or indirect)
- Student services or facilities
- Administrative error or delay
- Fees and charges (non-academic)
- Agent or third-party conduct
- Other (please specify)



Part C: Complaint Statement

1. Describe your complaint (include dates, times, and people involved):

2. What steps have you already taken to resolve your complaint?

3. What outcome are you seeking?

Supporting Documentation

Please attach copies of any relevant supporting evidence (e.g., emails, medical certificates, reports).

Declaration

I declare that, to the best of my knowledge, the information supplied on this form is correct and complete. I agree to abide by OneGlobe's regulations and policies.

Signature: _____ Date:
