



# Student Complaint Form

**NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

Complaint:

OFFICE USE ONLY:

HOSTEL MANAGER: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Action: \_\_\_\_\_  
\_\_\_\_\_

Not resolved

Resolved

STUDENT: Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Action: \_\_\_\_\_  
\_\_\_\_\_





## Why have a student complaints process??

1. It is a part of our 'duty of care'. If something is causing concern for a student then we need to know about it and be able to address it quickly. The residence and the supervisors should be the first to know and not the last.
2. It means that complaints can't be overlooked inadvertently or deliberately. Students and staff should know the correct process to address the complaint and be able to follow it correctly without fault or favour.
3. It empowers the student. The student needs to feel aware and confident that they have a 'voice' and they do not need to tolerate any forms of discrimination, harassment or inequity. It also empowers the student as they prepare to leave the residence and make the transition into further study or work. The student should have awareness of the sort of tools and processes that will allow them to have a 'voice' as they move out into society at the conclusion of their secondary schooling.
4. It provides a record that the complaint has been dealt with and this evidence can be drawn on at any time it is needed. This could be for a parent or, in some situations, it may be for a coroner or court. Keep a complaints log detailing information about the complaint and how it was resolved.
5. It is a part of the standards for the student boarding industry. It is already a part of the British boarding standards and is in the Boarding Australia DRAFT boarding standards.

## Student Complaints Process

1. Student complaint forms are available in student handbook, in Residence admin office and in Residence filing system.
2. Students are advised about the process during induction.
3. Student having a complaint, dispute or grievance fills out a complaint form or asks Admin or a residential supervisor to help fill out the form.
4. Form goes to HoB/Residence Manager who commits to resolving the issue.
5. HoB/Residence Manager takes appropriate action to resolve complaint.
6. All parties to be kept informed at all times about the progress of complaint.





7. Student signs document to indicate he is satisfied with resolution/action.  
If the student is not happy with the outcome, the HoB/Residence Manager refers the complaint 'up line', who resolves issue or refers to Executive Committee/Board etc.
8. Complaint form correctly filed in a complaints log in office and in the student's personal file.

