

This form is to be used by students who have a Formal Complaint and have been unable to resolve this through the informal complaint process as per the Student Complaints Policy on the Torrens University Australia website.

Please ensure you complete all requested information detailed in this form. If your contact details have changed, please complete the Change of Details form. This will enable University staff to address your Complaint in a timely manner. Failure to provide the requested information may result in a delay in processing your Complaint.

**NOTE:** The completed formal complaint form must be submitted to Student Services.

### SECTION 1: PERSONAL DETAILS

First Name

Surname

Student ID

Faculty

Course

### SECTION 2: TYPE OF COMPLAINT

1) Academic Complaint

The Complaint was related to the following subject/unit/module:

Assessment

Quality of Course Delivery

Course Content

Other (please specify)

Intention to Report/Cancel  
(academic non progression)

Student Academic Progress

2) Non Academic Complaint

Operations/ Administration

Student eCoE issues

Other (please specify)

Tuition Fees

Racial/Sexual discrimination  
and or harassment

Physical abuse

Intention to Report/Cancel  
(non payment of fees, non commencement  
or cessation of studies)

Verbal abuse

**SECTION 3: DETAILS OF Complaint**

Please complete the details surrounding the Complaint.

Date  Department  Location of incident

Name(s) of persons involved

Please address each point individually, include the question when providing your answer and attach them to your application.

1. Summary of Events/Complaint
2. Actions that you would like taken by the College/Division

**SECTION 4: SUPPORTING DOCUMENTATION**

Please select the type of supporting documentation that you have attached to this application.

- Copies of emails
  Other (please specify and attach documentation)
- Statutory Declarations from witnesses
- Copies of letters

**SECTION 5: DECLARATION**

- I declare that to the best of my knowledge, the information I have supplied on this form is true and correct.
- I have read and understood the Student Complaints Policy
- I have attempted to resolve this Complaint informally and have attached the Informal Discussions sheet to this application
- If applicable I have attached my Change of Details form to this application

Student Signature

Date

- I am the parent/guardian signing on behalf of an under 18 student

Parent/Guardian Signature

Parent/Guardian Name