

TIPS

- The letter outline below is only a suggestion. Use it as a guide to structure your letter, but remember to explain your story in your own words.
- Student Assist can help you identify whether your complaint will fall under Section 4 (i.e. Complaints Relating to Academic Programs) or under Section 6 (i.e. Complaints Concerning Other Decisions Relating to Academic Matters)
<http://www.flinders.edu.au/ppmanual/student/appeals-and-complaints.cfm>
- Explain your issue as clearly and as concisely as you can. Be specific about people, dates and events.
- Attach copies of any relevant emails, medical certificates, official letters, etc., as evidence to support your complaint.
- We suggest that you structure your letter into four main sections:
 1. Introduce yourself, and briefly explain the nature of your complaint – is it a topic, course or staff member?
 2. Background: Give a summary of the issue and what you have tried to do about it so far.
 3. Effects: Explain what the impacts of the issue have been on you.
 4. Outcomes: Indicate what your preferred outcome will be.

Date

Your name and ID number
Your address and phone number

Name of person you are directing complaint
School name
Flinders University

Dear (insert name of person),

Re: Complaint about (subject of your complaint, for example the name of a topic)

My name is, ID number, and I am a (**insert degree name**) student. I am currently in my (**indicate year of study**).

I am writing to you in your role as (**Topic Coordinator/Dean of School/Dean of Faculty**), in order to make a formal complaint about (**a topic/course/person**) as per Section (**section 4/section 6**) of the University's Student Appeals and Complaints policy.

I wish to make a formal complaint about (name issue, e.g. topic name/course/lecturer's name, etc.)

This is your chance to tell your story. The person you are writing to may not know have any background on your issue, so please provide sufficient information for them to understand the nature of the complaint. If possible:

- Outline issues in chronological order and give specific dates, names and outcomes.

- Provide copies of relevant documents, including emails
- Indicate steps taken so far to resolve the issue. Who have you discussed the matter with? What was the outcome of the discussions?

This issue has affected me in the following ways.

In this section, we suggest you explain the impact that this issue has had on you. This could include one or more of the following:

- Academic impact. Has it affected your study progress, or your ability to apply for a post-graduate degree?
- Financial impact. Have you lost money as a result of the issue, e.g. University fees, HECS-HELP debt, loss of income?
- Future plans. Has it affected your career plans, or have you missed out on a job offer because of it?
- Personal impact. How has the issue made you feel? Has it caused you significant stress, or contributed to depression or anxiety? Have you had to speak to a health professional about the issue?
- Professional impact. Has it affected your plans for the future, such as what job you might be able to get after you graduate?

I am seeking a fair and reasonable outcome from this complaints process based on natural justice. As a result of making this complaint, I would like the following to occur.

What outcome are you seeking from the complaints process? For example, this could include:

- An investigation into the actions of individuals;
- Necessary action to rectify a mistake;
- An apology for any mistakes that have been made.

Thank you for your attention to this matter. I look forward to hearing back from you in due course. If you require any further information from me, please don't hesitate to contact me by mail, phone or email.

Yours sincerely,

Your name