

### Form for the submission of a complaint

If you're looking for help with an urgent issue you may speak to someone from Student Wellbeing on +61 3 9919 5400. This service is free and confidential.

Please send the completed form and any attachments relevant to your complaint to the Student Matters Office (SMO). You can also contact the SMO if you need assistance completing this form:

E: [student.matters@vu.edu.au](mailto:student.matters@vu.edu.au)

M: Student Matters Office  
Footscray Park Campus  
Victoria University  
PO Box 14428  
Melbourne VIC 8001

P: 9919 5007

W: <http://www.vu.edu.au/student-life/getting-help/student-complaints-resolution>

The SMO will read your form and write back to you within the next 5 University working days from receipt of the form to advise you of the next step based on the information you have provided. Possible steps we may take include:

- The information you have provided may be sent directly to staff who might be able to resolve the matter you have raised informally;
- The information you have provided may be referred to a senior staff member for an investigation of the matter;
- You may be asked to contact a staff member directly yourself;
- You may be asked to seek assistance from Student Wellbeing to try to resolve the matter;
- You may be advised that the matter falls outside the scope of the [Student Complaints Resolution Policy](#), or that it falls under a different process within the University;
- You may be asked for more information.

We would like you to understand as much about the process as possible, so we encourage you to log into our website at [Student Complaint Resolution](#).

**Please complete all fields.**

**Date:**

**Student ID:**

**Title:** (please select option)

Associate Professor

Dr

Professor

Miss

Mr

Mrs

Ms

**Surname:**

**Given Name:**

**Gender:** (please select option)

Female

Male

**Mailing Address (Number and street Name):**

**Suburb:**

**State:**

**Post Code:**

**Home Phone #:**

**Work Phone #:**

**Mobile Phone #:**

**Student email address:**

**College:** (please select option)

Arts

Business

Education

Engineering and Science

Health and Biomedicine

Law and Justice Sport and Exercise Science Trades College VU College
<b>Course Title:</b>
<b>Course Code:</b>
<b>Student Type:</b> (please select option)  Domestic International Offshore
<b>Are you registered for assistance with the Disability Unit?</b> (please select option)  Yes No
<b>Campus:</b> (please select option)  City Flinders City King City Queen Footscray Nicholson Footscray Park Melton Newport St Albans Sunbury Sunshine Werribee Offshore Off campus

<b>Stage 2 Information</b>
<b>This is my complaint:</b>

**The following would be an acceptable solution to my complaint:**

**This is the action I took to resolve my complaint at Stage 1:**

(In this section, please provide a list of actions taken to initially resolve your complaint. List each action separately and be sure to include the following:

1. The date you took the actions;
2. A description of the action taken.

- Please note: If you do not remember the exact date, an approximate date is acceptable.
- It is important that you document all the relevant steps that you have taken to resolve your complaint. The University will use this information to take discretionary action if it is decided that you need to take further steps prior to a Stage 2 investigation.)

**If you have documents to support your complaint, please attached with the submission of this form and list the provided documents in the space below.**