



Formal Complaint Form

for student wanting to lodge a formal complaint

Please use BLOCK LETTERS to fill out the form.

This form will only be accepted after Student's ID has been verified.

- This form is to be used when the issue has not been resolved through the Informal Complaint process as per the Student Complaint and Appeals Policy or where the complaint is of a serious enough nature to warrant immediate escalation.
- To lodge a formal complaint, please submit the below completed form to: sibt.complaints@sibt.nsw.edu.au along with all required supporting documents to ensure that it is processed in a timely manner.

1. Student Details

Student ID number (if applicable)

Daytime contact phone number

Title

Family name

Given name(s)

Current Program (if applicable)

2. Informal Complaint Information

Name of person or service area you have approached with an informal complaint:

Date this occurred (dd / mm / yyyy)

Did you receive a response?

Have you allowed reasonable time for the above mentioned person or service areas to respond to you? Have you also followed up with them since you made an informal complaint? Please do so before lodging this form.

Yes

No

3. Details of Formal Complaint

3.a) Choose type of complaint (pick 1):

Academic Complaint

Non-Academic Complaint

3.b) Complaint is related to the following:

Tuition Fees

Operations / Administration

Student CoE issues

Assessment / Special Consideration

Discrimination, bullying or harassment

Others (please specify)

4. Student Support

Have you been in contact with or sought support from the Student Learning Advisor or Counsellor :

Yes

No

If Yes, provide name and date of your consultation:

Name: _____

Date: ____/____/____

5. Supporting Documents (required)

Personal statement outlining details of the complaint and desired outcome (required)

Statutory Declarations from witnesses

Other (please specify and attach documentation)

Medical Certificate/Report

Copies of e-mails/letters

6. Declaration

- I am making this complaint in good faith and the information that I have provided is a truthful and honest account, to my knowledge.
- I have read and understood the [Student Complaints and Appeals Policy](#) and other relevant [policies](#).

Student's Signature

Date (dd / mm / yyyy)

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

Parent/Guardian's Name

Parent/Guardian Signature