

## Aspire2 Health & Wellbeing

### Complaint Form

Examples of complaints we can advise you on

Academic experience or academic outcome complaints may include:

- significant delay in returning assignments
- feeling your work has been unfairly marked
- feeling material provided is inadequate
- other complaints

Behavioural complaints about staff members or students may include:

- inappropriate comments
- sexist behaviour
- rudeness or bullying
- comments about your appearance, race, religion, background or beliefs
- other complaints

Service complaints may include complaints about service you have received with:

- enrolment process
- student fees
- facilities
- other services

### Your Information

Full name:

### Contact Details

Email:

Cell phone number:

Which best describes you?

Programme you are enrolled in	Please tick
Advance Diploma in Health Science Level 7	
Diploma in Health Science Level 5	
Career Preparation for Health Level 4	
Not currently enrolled	

## About your complaint

What is your complaint about? (Select all that apply)

Academic experience or an academic outcome	
Behaviour of a staff member or a student	
Service I have received from Aspire2 Health & Wellbeing	

What is the nature of your complaint?  
(Please outline what you wish to complain about)

Date of Incident

Tell us about your complaint, such as what happened, who was involved, when it happened, who was affected

What support do you need from us?

Tell us what aspect of making a complaint you need help with, such as arranging a meeting with yourself to see if you can resolve the issue directly

What outcome are you seeking?

Tell us how you would like the issue resolved. What are your expectations?

### Additional information

Is there anything else you would like us to know?

### Privacy Disclosure Statement

This information is being collected to help to navigate the process of making a complaint and as strictly necessary only, to meet our other Purposes and Legitimate Interests set out in under Privacy Act 2020 guidelines.

We may be unable to process your request if you choose not to supply any information noted as mandatory.

Your information will be held securely and processed in accordance with Privacy guideline set out in the Privacy Act 2020 guidelines.