

## ATTACHMENT 1

### MURDOCH UNIVERSITY COMPLAINT FORM FOR STUDENTS

This form should be used if you wish to submit a formal complaint to the University. Students using the form must read the University's [Complaints Management Policy](#) and the University's [Student Complaints Management Procedure](#) which are available on the Policy & Procedure Manager website <https://goto.murdoch.edu.au/PublicAccessPPM>.

When completing this form you are asked to note that the University expects you to have made an effort to resolve your complaint informally in accordance with the *Student Complaints Procedure*. This form asks for details of the action you have taken to resolve the complaint informally and why you remain dissatisfied.

1.	<b>Name:</b>	<b>Student No:</b>
2.	<b>College:</b>	
3.	<b>Course:</b>	
4.	<b>Contact Address (please note that this is the address the University should use whilst consideration of your complaint is ongoing):</b>  <b>Telephone No:</b> <b>Email:</b>	
5.	<b>Please detail below the nature of your complaint setting out the context in which it arose and including details of incidents or events if appropriate. Copies of relevant documents should also be included (please continue on a separate sheet if necessary):</b>	

6.	<p><b>Please set out what action you have taken to date to resolve your complaint informally and attach copies of any relevant correspondence:</b></p>
7.	<p><b>Please explain why you are not satisfied with the response you received at the informal stage:</b></p>

<b>8.</b>	<b>Please indicate what action you wish to see taken to address your complaint:</b>
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I confirm that I have read the University's *Complaints Management Policy* and followed the *Student Complaints Procedure* and this complaint is submitted after the informal stage of the *Student Complaints Procedure* has been completed.

**Note:** *In order to investigate your complaint fully, any member of staff mentioned in the complaint will be made aware of the issues raised and will have an opportunity to comment on them.*

<b>Signed:</b>	<b>Date:</b>
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This form should be submitted by email to [UniversitySecretary@murdoch.edu.au](mailto:UniversitySecretary@murdoch.edu.au) or by mail addressed to the University Secretary, Murdoch University, 90 South Street, Murdoch, WA 6150, Australia.