

APPLICATION TO LODGE A FORMAL COMPLAINT (ACADEMIC OR NON-ACADEMIC)

This form is to be completed by any JMC Academy student (domestic or international), who wishes to lodge a formal complaint (academic or non-academic).

INSTRUCTIONS //

- Applications to lodge a formal complaint must include appropriate supporting documentation.
- Students are required to check the evidence that will be provided as part of their application.
- Applications must be submitted within ten (10) working days after the latest relevant action or notification of a decision regarding the matter,
- Late applications will be considered at the discretion of JMC Academy.
- Students are required to make themselves familiar with JMC Academy's *Student Complaints and Appeals Policy* and relevant *Procedures* before submitting their application.
- Students are required to sign and date their application.
- Applications must be submitted to Campus Administration once completed.
- This application must NOT be used for complaints in regards to:
 - Decisions relating to assessment and progression
 - Decisions relating to academic misconduct
 - Decisions to report international students
 - Decisions relating to deferring, suspending and cancelling international students
For those matters please use *Application to Lodge an Appeal*
- Students wishing to request a remark of an assessment task must use the *Application for Assessment Re-mark form*.
- To report sexual assault or sexual harassment please use the *Sexual Misconduct Report Form*.
- Students are required to complete all sections below using either a blue or black pen.

STUDENT DETAILS //

Student Name:

Student Number:

ARE YOU AN INTERNATIONAL OR DOMESTIC STUDENT?

- Domestic
 International

CAMPUS

- Sydney
 Melbourne
 Brisbane

JMC ACADEMY COURSE YOU ARE STUDYING

- | | |
|---|--|
| <input type="checkbox"/> Animation | <input type="checkbox"/> Film and TV |
| <input type="checkbox"/> Audio Engineering + Sound Production | <input type="checkbox"/> Game Design |
| <input type="checkbox"/> Digital Design | <input type="checkbox"/> Music Performance |
| <input type="checkbox"/> Entertainment Business Management | <input type="checkbox"/> Songwriting |
| <input type="checkbox"/> Master of Creative Industries | <input type="checkbox"/> Certificate III in Screen + Media |

FORMAL COMPLAINT REGARDING //

- The application, admission and enrolment processes
- Interactions with JMC Academy staff or other students
- The provision and quality of JMC Academy courses offered
- Facilities
- Administration matters
- Student support services
- Decisions of the JMC Academy related to financial matters
- Dealing with JMC Academy's international education agents,
- Dealing with any JMC Academy related party where an arrangement exists to deliver the course or related services
- Bullying, discrimination or harassment
- Other – please specify:
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OFFICE USE ONLY //

Date application received:

Received by:

APPLICATION OUTCOMES // Details of the decision made:

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SIGNATORIES //

HEAD OF DEPARTMENT

SIGNATURE:

DATE:

CAMPUS MANAGER (DOMESTIC STUDENTS)

SIGNATURE:

DATE:

DIRECTOR OF INTERNATIONAL SERVICES (INTERNATIONAL STUDENTS)

SIGNATURE:

DATE:

DIRECTOR OF EDUCATION (WHEN REQUIRED)

SIGNATURE:

DATE:

DIRECTOR OF FINANCE AND OPERATIONS (WHEN REQUIRED)

SIGNATURE:

DATE:

Student has been advised of the outcome of their application

Yes No

Date: / /

Student's record has been updated

Yes No

Date: / /