

Please use this form to submit a formal complaint to the university.

If there is more than one complainant, each complainant must complete a separate form.

Prior to submitting a formal complaint, have you:

1. Read and become familiar with the [JCU Student Feedback and Complaints webpage](#) and the [Student Complaint Management Policy and Procedures](#).
2. Made an appointment to speak to a [Student Advocate](#). Student Advocates can give you advice and assistance with your complaint.
3. Collected copies of all evidence about the complaint that you wish to have considered, such as emails, letters, forms, etc?
4. Written (typed, not handwritten) a clear and concise outline of the complaint and the resolution you seek?

Family Name:		First Name:	
Student ID Number:	<input type="text"/>	Course:	<input type="text"/>
Faculty/School/Department:		Year/Stage:	
Mailing Address:			
Suburb:	Country:	Postcode:	
Contact Telephone (including area and country code - if applicable):			
JCU Email Address:		@my.jcu.edu.au	

Your complete complaint must include:

1. A clear typewritten statement about your complaint that includes, where relevant:
 - The name of the person (or University Unit) about whom the complaint is made;
 - A description of the events that have occurred, including efforts made to informally resolve the complaint (where possible, please provide a chronology of these events);
 - The basis for the complaint;
 - The name and contact details of any witness or supporting party;
 - The outcome you seek;
 - The name of a JCU Student Association Student Advocate or support person who will accompany you to meetings or hearings which are arranged.
2. Copies of all evidence about the complaint referred to in your statement.
3. This completed form.

Student Advocate/Representative/Support Person

If you have a student advisor/representative or support person who you would like to assist you, please provide the following details for this person:

Name:	Position (eg Student Advisor, friend, parent):
Email Address:	
Your Signature: <i>Not required if this form is attached to an email from your JCU email address</i>	Date:

Where to send your completed complaint

By email: StudentComplaints@jcu.edu.au (Attention: JCU Registrar)
 By mail: JCU Registrar,
 Student Complaints Management Unit
 c/o Director, Student & Academic Services
 Student Centre, Chancellery Building (Bld. A1), Cairns, 4870

Office Use Only: Date complaint received:	Complaint Number SC:
---	----------------------

Complaint Statement:

(For the content required for this statement, please see page 1. If you need more space for your statement, please attach a separate typewritten document.)