

Complaint Statement (continued):

- The evidence you have to support each claim in your complaint;

Number each item of your evidence and refer to this as you discuss the evidence throughout your statement. Attach this evidence to your complaint. Advise of any evidence you know of but do not possess.

- The name and contact details of any witness or other person who may support your complaint;

- A summary of the basis for the complaint;

What do you reasonably think should have happened, been provided to you, or you could have expected?

- The outcome/s you are seeking;

What you want to achieve by submitting a complaint cannot be guaranteed, but JCU will address your complaint within its legal obligations and Policies and Procedures.

Your Agreement:

In submitting this complaint I agree that:

- I have read the information at [Should I make a formal complaint](#), and paragraphs 2.1-2.5 of the [Student Complaint Management Policy and Procedures](#).
- I have written a clear and concise outline of the complaint and the resolution I seek and attached all relevant evidence.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints that are found to be intentionally misleading or made for the purposes of causing harm may result in misconduct proceedings.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.

Your signature:

Date:

Where to send your completed complaint (marked "personal and confidential")

By email: StudentComplaints@jcu.edu.au

*By mail: Director Student Services,
Student Complaints and Quality Improvement Unit
James Cook University
PO Box 6811
Cairns Qld 4870*

Office Use Only:

Date complaint received:

Complaint Number SC: