

Grievance Outcome Advice Form

Please note:

- Grievance Outcome Advice Form should be used to advise student the outcome of their grievance/appeal that they have made by lodging Grievance Application Form.

1. Personal Details

Full Name _____

Student ID No. _____

Contact Phone No. _____

Email Address _____

Course _____

2. Grievance/Appeal Processing and Outcome

Grievance / Appeal Received By		Signature		Date	
Grievance / Appeal Reviewed By		Signature		Date	

3. Outcome (including reasons) (please attach any relevant documents and additional pages if necessary)

Dean Signature		Date	
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4. Avenues for Further Appeal

If the aggrieved student does not accept the outcome of the internal grievance and complaint process, they can elect to seek resolution via external independent arbitration to receive a final decision. The Institute will cover any fees charged by the External Mediator.

For both domestic and international students, LIHE will give due consideration to any recommendations arising from the external review of the complaint/appeal and will ensure that they are fully implemented.

5. Information on for External/independent arbitration

Domestic Students	International Students
Student Mediation Scheme Resolution Institute Suite 602, Level 6, Tower B, Zenith Centre 821– 843 Pacific Highway CHATSWOOD NSW 2067 02 9251 3366 https://www.resolution.institute/membership-information/student-mediation-scheme	Overseas Students Ombudsman (OSO) GPO Box 442 CANBERRA ACT 2601 AUSTRALIA 1300 362 072 https://www.ombudsman.gov.au/How-we-can-help/overseas-students