**Instructions**

Throughout this template you will see guidance notes in [red brackets] to help you with what to write, and other text highlighted for you to replace with the specifics relating to your case. This is designed to help you not just set out a formal grievance properly, but guide you through how to approach this in the right way to give you the best chance at explaining your situation.

**Remember to delete this text box, remove the highlighting, and change the font to black prior to submission!**

Name

Student #

Phone

Email

Executive Director
Student and Scholarly Services & Academic Registrar

University of Melbourne

Victoria, 3010

Date

Dear Ms Ligouris,

I hereby lodge a formal grievance pursuant to section 5.10 of the *Student Complaints and Grievances Policy* (MPF1066), section 5.88 of the *Assessment and Results Policy* (MPF1326), and with reference to the University’s obligations under the *Equal Opportunity Act 2010* (Vic).

Specifically, I am requesting a review of my special consideration outcome (number) by the Principal Advisor, Student Complaints and Grievances under s 5.88 of the *Assessment and Results Policy* (MPF1326).

**The History of the Grievance and Attempts to Resolve it [keep these headings – they’re important]**

[This is the facts and figures of what happened, and what you have done so far to try and resolve the issue. You need to clearly describe what occurred that prevented you from preparing or completing the assessment task to the best of your ability. Then you need to outline the process that you have followed to apply for special consideration, and describe and attach the outcomes you have received to date.]

[You need to provide copies of documents you have submitted and label these accordingly to supports the events you have described, like this: ‘I first applied for special consideration on 3 March and attached a HPR completed by my doctor **(Attachment 1)**. This was assessed as ineligible by the SEDS team on 13 March **(Attachment 2)**’.]

[This section should remain measured and as factual as possible to navigate the reader to the critical points in your timeline. **Remember**, the person reading this complaint won’t know anything about your situation, or have access to any documents you’ve submitted before, so you need to explain things clearly and as succinctly as possible.]

**Reasons for the Determination**

[This is where you make all of your arguments and explain why you believe this should be resolved.]

[You need to respond to the reasons your application was rejected, which should have been provided to you when you got both your original outcome and the outcome from your review. For example, if there were issues with verifying why your application was lodged late, then you need to directly address this late issue, not just focus on what happened around the assessment date.]

[You can refer to the documents you have outlined in the procedural history section, and provide any further documentation that you may have been able to obtain, labelling and attaching this accordingly again like this **(Attachment 3)**. You should also explain how your documentation supports your description of the circumstances that impacted you, how much they impacted you, and how you believe this addresses the eligibility requirements in the policy. Look at sections 4.117 and 4.124 of the *Assessment and Results Policy* to reflect on how you believe your situation relates to these criteria.]

**The Resolution Sought**

[Outline exactly what you are seeking here – be specific. This should be short and sweet, and flow directly on from the arguments you have made in the above section. For example: ‘For the above reasons I am seeking a special exam for Calculus 2 (MAST10006)’. Or ‘For the above reasons I am seeking late withdrawal from Calculus 2 (MAST10006)’.

See sections 4.116 and 4.136 of the *Assessment and Results Policy* for the kinds of outcomes available.]

I would appreciate acknowledgement of the receipt of this grievance within five working days of you receiving it. Notification of the investigation process would be appreciated within 15 working days, as per the indicative time line in section 5.12 of the policy.

Yours Sincerely,

Name

Student #

**Encl../**

**Attachments**

Attachment 1 – Attachment Description (date)

Attachment 2 – etc.