



Student Complaint Form

Thank you for taking the time to complete this form, UNSW Bengaluru takes all matters raised seriously and will ensure we handle your case promptly and respectfully.

If you have any query filling in this form, please send an email to:

Student-Complaint-Bengaluru@unsw.edu.au

Please note, if this matter relation relates to prevention of sexual harassment, please report to the Internal Committee that has been established for this purpose.

Please note that if you choose to remain anonymous or do not provide your contact details, this may impact our ability to best manage your case. Please consider creating an account to communicate and receive updates on your case. You won't need to share your personal details.

Section 1: My details

☐ I wish to remain anonymous, go directly to section 2 and do not complete the following.

My relationship to UNSW Bengaluru:

First Name:

Last Name (as per enrolment):

Phone number:

Email address:

(This will enable us to contact you for further information)

Student ID / zID:

Section 2: About you

Are you: ☐ Current Student ☐ Former Student ☐ Applicant

☐ Tick here if you require accessibility support or reasonable adjustments during the grievance process and describe what you may need.

Who or what is your grievance about?

Please tell us who or what your grievance relates to. Select all that apply.

- | | |
|---|--|
| ☐ Administration | ☐ Admissions or enrolment |
| ☐ Assessment – Marking | ☐ Conduct of a student |
| ☐ Assessment – Design | ☐ Conduct of a staff member |
| ☐ Course Feedback | ☐ Facilities |
| ☐ Academic behaviour | ☐ Racism and religious vilification |
| ☐ Special consideration | ☐ Caste discrimination |
| ☐ Fees | ☐ Ragging or hazing |
| ☐ Examinations | ☐ Another matter (please specify): |
| ☐ Admissions | _____ |
| ☐ Student academic conduct | |

Section 3: What has happened?

1. Is this matter urgent or time-sensitive (e.g. safety concerns)?

☐ Yes ☐ No

If yes, please explain:

2. * **Date when it happened:**

3. * **Description**

Please describe what happened, when it happened, where it happened, who is involved and any other information you would like to tell us.

4. * **Steps already taken:**

Please include details of any steps already taken to resolve or address this report, the outcome of steps taken, and/or details of the outcome of any steps already taken.

5. **Outcome/s sought:**

6. People involved?

First name	Last name	Role of person involved

7. Files

Please attach any supporting documentation. You can provide the file once you have been contacted by UNSW Bengaluru.

Attachments	Summary

Section 4: Acknowledgment and declaration

* Confidentiality Acknowledgement

I understand that:

- My grievance will be handled confidentially and fairly;
- Information will only be shared on a need-to-know basis with relevant areas of UNSW Bengaluru for the purpose of assessment, investigation, and resolution;
- Records will be maintained in accordance with applicable data protection laws in India and Australia.

☐ I consent to the collection and use of my personal data for the purpose of grievance resolution and regulatory reporting.

☐ I understand that no adverse action or retaliation will occur as a result of raising this grievance.

* Declaration

I declare that the information provided is true and accurate to the best of my knowledge.

Signature:

Date: