[Insert college logo (optional)]

**Private and confidential**

[Student name in full (Student number)]

[Address]

[Date]

**Formal Grievance Acknowledgement**

Dear [Student first name],

I am writing to acknowledge receipt of your formal grievance sent to [name], [job title] dated [date]. The grievance will be handled in accordance with the Grievance Resolution Policy – Students of the Australian College of Theology. [**The policy document is available here**](https://myportal.actheology.edu.au/FileDownload/d5c5c3c0-3d73-4a55-9d76-9912aaabb780/grievance-resolution-policy-students)**.**

If you have not read the relevant policy already, I encourage you to do so. Please contact [me/other name & position. Note: include reference to student advocacy service at this point if applicable] if you would like to clarify any aspect of the policy or would like support in the resolution process. [If applicable, add- *Note that since the grievance concerns an appeal about a mark in a unit where you have been given a passing grade, a fee of $xx will be charged to process the grievance.*]

In accordance with the policy, the college will try to resolve the grievance within fifteen (15) days. Once the resolution process has been completed you will receive written advice on the outcome of your grievance, including information about further avenues of appeal if you are not satisfied with the outcome. If you require academic or personal wellbeing support in relation to this matter, please contact [name, position, contact details].

Yours sincerely,

[Name]

[Job title]

[Contact details]