A close up of a logo

Description automatically generated[Insert college logo (optional)]

**Private and confidential**

[Student name in full (Student number)]

[Address]

[Date]

**Formal Grievance Outcome**

Dear [Student first name],

I am writing to formally advise you of the outcome of the formal grievance you sent to [name], [job title] dated [date]. The grievance has been 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)**.**

The college has undertaken the following actions in response to the grievance … [provide details]. The decision of the college is … [provide details]. The reasons for this decision are … [provide details]. If you are not satisfied with this decision, under the Grievance Resolution Policy you may appeal it with the Dean of the ACT. The policy also identifies the following external bodies that may be approached for external dispute resolution:

|  |  |
| --- | --- |
| **External body** | **Contact details** |
| Independent Higher Education Australia (IHEA) | Mr Simon Finn, CEO  Independent Higher Education Australia  Suite 612, Level 6 198 Harbour Esplanade Docklands VIC 3008  Ph: (03) 9642 5212 |
|  |  |
| Overseas Students Ombudsman (*for overseas students only*) | Commonwealth Ombudsman  GPO Box 442  Canberra ACT 2601  Ph: 1300 362 072  <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> |

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]