A close up of a logo

Description automatically generated

**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 me on [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 [*For academic matters –* the Academic Appeals Committee by putting your grievance in writing to the ACT Registrar ([registrar@actheology.edu.au](mailto:registrar@actheology.edu.au)) within fifteen (15) days of receiving this notice // *For non-academic matters* – an external body]. 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]