

STUDENT GRIEVANCE FORM



Student ID			
Given Name(s)		Surname	
Telephone Number		Email Address	

Current Address

This form should be used if you wish to lodge a formal grievance at the Canterbury Institute of Management (CIM). Your application will be assessed under the terms of the *Student Grievance Management Policy and Procedure*. Students are strongly encouraged to seek informal resolution of academic grievances in the first instance.

The *Student Grievance Management Policy and Procedure* and a summary of CIM's grievance resolution processes are available on the Institute website.

Students who require assistance or advice regarding CIM's student grievance management processes should contact the Student Support Officer on campus in the first instance.

Nature of grievance *(please add extra pages if required)*

Please provide details of the grounds for your grievance.

Note. If you are appealing a mark or a grade, please note that CIM does not recognise grievances relating to academic judgement. CIM's position is that academic judgement is a proper part of higher education and the learning environment. However, where a student has evidence that a bias in academic judgement has occurred, student has a right to pursue a grievance under *Student Grievance Management Policy*.

Where appropriate, please attach documentary evidence relating to your grievance.

Steps you have already taken to resolve this grievance (e.g. spoke to unit convener & course convener)

Privacy – Personal Information

You are entitled to protection of the personal information you provide to the Institute under *the Information Privacy Act 2014*. This means that any personal information we collect about you is treated according to the law and applicable Policy.

The personal information collected on this form will allow your grievance to be considered by the Institute under CIM's *Student Grievance Management Policy and Procedure*. In considering your grievance, CIM may disclose some personal information we hold to other relevant organisations, including regulators. By signing and submitting this form, you consent to CIM using and disclosing your personal information as described above.

Signature:

Date: