**Student Feedback**

This is form is to be used by students to provide feedback to AIM on grievances, complaints and other matters they believe need addressing.

Upon receipt of this form, AIM will respond to the matter and commence the resolution process by seeking an immediate response from the appropriate manager. The manager will commence an investigation of the matter and will recommended a course of action that specifically addresses the grievance within five (5) working days of receipt of the complaint.

Please note that the information you provide on this form will be used in conjunction with AIM’s Privacy Policy available at aim.com.au.

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| **Your Contact Details** |  |
| First name |        | Surname |       |
| Contact Phone Number | B/H |       | A/H or Mobile |       |

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| **Nature of the feedback** |
| Assessment decision |[ ]
| A person’s behaviour or actions |[ ]
| Administration/process |[ ]
| Other (please specify) |       |

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| **Details (please provide a statement outlining the facts of the matter)** |
|       |

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| **Please indicate what you would consider as a satisfactory resolution** |
|       |

Please email this form to compliance@aim.com.au