

Date;
Your Name;
Your Student Number;
Your Contact Details

Student Complaint Letter Template

Dear CHE Operational Director,

I am writing to you today as I wish to make a formal complaint about **(WHOM or WHAT is your complaint about - only brief description as you will provide more information later)**. I have already taken the initial steps to resolve this by speaking to **(NAME of person with whom you have already raised complaint)**. However up to this point they have failed to provide a satisfactory outcome or resolve the problem and so I am taking the action to raise my concerns with you. Below I have outlined my complaint and have provided with this letter evidence to support my case.

Please clearly explain in this section the following:

- **What is your complaint about? i.e. What occurred? Who was involved? Include dates and times of incidences if you can.**
- **How this affected you? (Academically and/or personally).**
- **What steps you have taken to resolve the problem? And what results these elicited?**
- **What outcome would you like to see? What do you feel needs to occur for the problem to be resolved?**

I have attached the following documents as evidence of my complaint;

List documents; these could include emails, results, statements from others, medical certificate, police reports, letters from counsellor or statutory declarations, etc.

I believe that these documents support my complaint. Ultimately I am writing this letter with the hope that my complaint about **(insert the main point of your complaint)** will be resolved. The resolution that I feel is fair and appropriate, and will amend the issues is **what would you like what would you like to see occur to resolve this problem, be clear about the outcome.**

N.B. With what you would like to achieve, it is important to remember to consider carefully what you wish to see as the outcome. For example asking for your lecturer to be sacked because your paper was graded incorrectly will make you seem unreasonable and you are not likely to have the complaint taken as seriously. It is important to ask for an apology if you have been made to feel bad or upset. But the main point should be a solution to the issues.

I appreciate the time you have taken to read this letter and consider the grievance that I have contacted you about. If you have any additional questions or would like to talk to me about resolution options, I can be contacted on **(insert your contact details)**. I would like to have this resolved as quickly as possible so that I can better fully focus on my studies and completing my course.

Regards,
Your name