## Disability Discrimination – complaint template for students

**[Instructions:** This template letter provides a guide to students who want to make either an internal or external complaint about disability discrimination. The aim is to help you organise your concerns and information into a format that clearly outlines key issues, events, impact, and potential remedies. For more information on how to use this template visit [www.adcet.edu.au/discrimination](http://www.adcet.edu.au/discrimination)

The document has been broken into headings and includes words in [square brackets] where you can modify text to outline details. You must modify each of these areas and be specific and as accurate as you can be. Please delete the examples and this explanatory text highlighted in blue when you submit your document.]

Dear [Name]

My name is [name], I am a student in the [course name] and my student number is [student number].

I am writing to you to lodge a formal complaint against [Institution and/or persons] relating to discrimination based on my disability.

My complaint is based on contraventions of the [Disability Discrimination Act 1992](https://www.humanrights.gov.au/our-work/disability-rights/dda-guide-whats-it-all-about), the[*Disability Standards for Education 2005*](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwj8sOr79oL2AhXxS2wGHW0eBOwQFnoECAcQAQ&url=https%3A%2F%2Fwww.dese.gov.au%2Fdownload%2F10886%2Ffinal-report-2020-review-disability-standards-education-2005%2F20837%2Ffinal-report-2020-review-disability-standards-education-2005)and your anti-discrimination policy *[policy reference if known].*

*[Optional:* I am also lodging a complaint with the *State/Federal* complaint human rights commission at the same time but hope the issue can be resolved prior*].*

I’m hoping we can collaborate on this matter and work towards a reasonable resolution that restores my continued access to education with the institution*.*

## Part 1: The complaint

### 1.1 Where and when discrimination occurred

On [time and/or date], I attempted to [outline where or in what context the discrimination occurred] at [campus/location] …

### 1.2 How discrimination occurred

[**Note:** briefly outline how the discrimination occurred. You can disclose your disability if you wish, or simply state that you have a disability or health condition or are registered with the education provider’s disability service. Some starting sentences are listed below].

I have [a disability/health condition] and as such I have the following accommodations in place [outline your reasonable adjustments].

I am registered with disability services and have a plan in place.

The discrimination occurred when I was [denied/refused] …

I believe by rights have been breached by [person/s or service/s]…

### 1.3 How my education was impacted

I felt *[outline how this made you feel e.g. belittled, humiliated, and embarrassed and/or the impact on your e.g., ‘as a result I was unable to attend lectures, participate in prac, or learning activity’]* …

The impact on my education was [*e.g., I didn’t perform well/ was denied reasonable access to/ was treated unreasonably/ was treated differently*]…

### 1.4 Reasonable resolution

[**Note:** what resolution/s are you seeking e.g., apply or review reasonable adjustments, provide additional training to staff, apology, administrative process etc).

As a reasonable resolution I am requesting that you:

* Xx
* Xx
* xx

## Part Two: Supporting evidence

[**Note:** evidence is not essential but helpful. It may include emails, texts or other digital information, notes/recollections from conversations etc].

I have [attached/enclosed/forwarded] the following supportive evidence for you to review:

* Xx
* Xx
* Xx

## Part Three: Next Steps

Please be advised that I’m committed to seeing a fast and fair resolution with you. My aim is to engage in my education without further delays, and to do that as fast as we can possibly achieve it.

The nature of this complaint needs timely consideration to ensure my academic progression is not impeded. I’m hoping to avoid [escalating/continuing] this complaint to either the Australian Human Rights Commission using the *Disability Discrimination Act (1992)* or [state/territory] Human Rights Commission.

I would be very pleased if we can work proactively together to resolve this complaint in a timely manner.

Yours Sincerely,

[Your name]

[Your contact details]