**Your Details**

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| **Full name** |  |
| **Address** |  |
| **Contact number** |  |
| **Email address** |  |
| **Student/Staff Number** |  |
| **External/Member of Public** |  |

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| **Examples of matters the Complaints Resolution Unit can review are set out in the** [***Complaint Management Policy***](https://policies.westernsydney.edu.au/document/view.current.php?id=98) |

***The University will accept anonymous submissions; but our ability to consider and respond may be limited. If you wish to remain anonymous, we encourage you to talk with the Complaints Resolution Unit first.***

**Is your complaint about a person?**

If yes, please provide their name and what their role has been in this matter.

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**Is your complaint about a process or decision?**

If yes, please specify which process or decision (for example, enrolment, grades etc)

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**Have you received a decision at the conclusion of a process?**

Please note that the Complaints Resolution Unit can only undertake a review of facts at the conclusion of a relevant process.

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| Choose an item. |

**Details of your complaint**

Clearly set out the details of your complaint, including any background information, dates, times, names, location etc (who, what, how, when, where why?). List the facts in the order that they happened.

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**What steps have you already taken?**

List any steps you have already taken, including who you have spoken to. If you have not tried to resolve the matter informally, please explain why:

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**Supporting evidence**

Please **list and attach** any evidence you have to support your complaint including relevant correspondence, emails or documents. Please do not embed emails in the complaint form. Please also attach emails in original form – that is, retain full details of the email including who it was sent to and when.

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**What outcome are you seeking?**

Note that our investigations will comply with the University’s policies and procedures and Statutory obligations. The outcome you are seeking cannot be guaranteed. However, the role of the Complaints Resolutions Unit is to work with relevant areas to try to achieve an outcome suitable for the complainant and the University.

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**Date**

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| Click or tap to enter a date. |

**Further information**

Information about how complaints are managed can be found at [www.westernsydney.edu.au/complaints](http://www.westernsydney.edu.au/complaints) . You can also contact the Complaints Resolution Unit on (02) 9678 7900 if you would like some advice.

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| * Your complaint will be acknowledged in writing the same or next working day and a record of all actions will be kept in accordance with the NSW State Records Act, 1998.
* All correspondence with our unit will be stored via the complaints@westernsydney.edu.au email address in accordance with the [*Records & Archives Management Policy*](http://policies.uws.edu.au/view.current.php?id=00128)
* After submitting this form, the Complaints Resolution Unit will advise whether your complaint is eligible for management under the [*Complaint Management Policy*](https://policies.westernsydney.edu.au/document/view.current.php?id=98).
* Your complaint will be prioritised in line with our current case load and according to urgency of outcome. We will communicate with you regularly about the status of your complaint.
* The information you provide to us will be treated confidentially and will not be disclosed to a third party other than for the purpose of managing your complaint or to comply with law.
* We may not be able to investigate your complaint if it is more than six months old, unless there are exceptional circumstances.
* **Where your complaint is about somebody else’s behaviour, the details of your complaint (including your identity) may be shared with the person you are complaining about, as well as any potential witnesses**. This is so that they have opportunity to respond and present their own account, however, information will not be shared without your consent.
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**If you have experienced sexual or other form of assault our priority is for you to be given immediate support. You can contact us directly by phone or email or can make a report of sexual assault/harassment via the** [**SEXUAL OFFENCES REPORTING PORTAL**](https://offencereport.westernsydney.edu.au/)**. You can also report or seek support from:**

* Campus Safety & Security - 1300 737 003 (24 hours)
* University Counselling Service - 1300 668 370 (business hours)
* Emergency Services - 000 (24 hours)
* 1800RESPECT (1800 737 732). This line is available 24/7 and is staffed by qualified counsellors.

Further information about sexual offences is available on the Sexual Offences webpage