



# COMPLAINT FAQs

## WILL I BE PENALISED FOR MAKING A COMPLAINT?

All students and staff of the University are bound by the principles and values outlined by the University. This means that you have a right to expect to be treated without bias or fear of retribution.

It is not reasonable for any student or staff member of the University to act in a way that breaches University policy or the law.

Policies that cover behaviour and protection from reprisals include the [Student Code of Conduct](#), [Code of Conduct](#) (for staff), the [Bullying Prevention Guidelines](#) and the [Bullying Prevention Policy](#).

General information about Procedural fairness is contained in the [Guidelines on Procedural Fairness and Good Decision-Making PDF, 58.27 KB](#).

## WHAT INFORMATION AM I GIVEN WHEN I MAKE A COMPLAINT?

When you bring a matter to the CRU you will receive acknowledgement of your concerns in writing (generally by email). This will usually include the name of the person who will be managing your matter and in most cases will advise you of the preliminary steps that will be taken.

If you are a student, **we must communicate with you via your official Western Sydney University student email account.**

You should also be supplied with information about where to get support if you need it.

## CAN I MAKE A COMPLAINT ON BEHALF OF SOMEONE ELSE?

You can make a complaint on behalf of another person provided the person gives express written consent for you to act on their behalf. We are unable to discuss or disclose any information with a third party without permission. This includes parents or siblings of students or members of staff.

We will only accept a written form of consent that is specific to the complaint, ie it must mention:

- the nature of the complaint
- the full name of the person who will act as the representative/agent in the complaints process
- any limitations on the consent (ie time or otherwise)
- the consent must be dated

## WHAT IF I THINK SOMEONE IS INVOLVED IN FRAUDULENT ACTIVITY OR SERIOUS WRONGDOING?

If you think a member of staff may be involved in activities that constitute serious wrongdoing like corruption, fraud, maladministration, or a serious breach of policy, the matter

may be dealt with as a Whistleblowing Public Interest Disclosure (PID).

The University has a policy on [Whistleblowing](#) and how to make a [Public Interest Disclosure](#).

You can bring your concerns to the head of the Complaints Resolution Unit (the Associate Director of CRU), your manager, or another Public Disclosures Officer in the University. PIDs are managed in accordance with legislation and appropriate processes and protections are offered for the person or persons making the disclosure.

Public Interest Disclosures can only be made by staff. Students who have similar concerns must use the complaints process.

The NSW Ombudsman also provides information about [reporting serious wrongdoing](#) within an organisation.

If you are concerned about the immediate safety of a person or property, contact [Campus Safety & Security](#) or the [NSW Police](#).

## WHAT WILL HAPPEN WITH MY INFORMATION?

Any information you provide to assist us with the management of your complaint will be recorded in our Complaints Management System and in TRIM, the University's records management system. The information in these systems is secure and is managed in accordance with privacy legislation and the *NSW State Records Act (1998)*.

The University has policies on privacy and on the management of university records.

The information you provide to us will not be disclosed to a third party, except for the purposes of managing your complaint or to comply with law.

## WHAT TO DO IF YOU NEED SUPPORT?

You can seek support from the University's Counselling Service. You may also be eligible for Advocacy support through Student Welfare. Details of these services are available on the University's website at: [Student Support](#).

## WHAT IF YOU'RE NOT HAPPY WITH THE OUTCOME?

You can approach an external agency for review, including the NSW Ombudsman. A list of relevant Agencies is available on [our website](#).