



COMPLAINTS RESOLUTION UNIT

WHAT HAPPENS WHEN YOU LODGE A COMPLAINT?

WHO WILL REVIEW YOUR COMPLAINT?

Your complaint will be reviewed and assessed by an experienced Case Manager. Your complaint may also be referred to another area of the University for review and/or decision

HOW WILL WE DEAL WITH YOUR COMPLAINT?

Your case manager will look at relevant University records, policies, and any evidence you provide. They may also contact other areas of the University for expert advice. If your complaint is about the behaviour of another person, you may be asked to provide a statement to ensure all relevant information is obtained

HOW WILL WE COMMUNICATE WITH YOU?

We will provide regular updates on the management of your complaint by email. Records of phone calls will be sent to you by email and added to your file. The outcome of

your complaint, including reasons will be provided to you in writing.

HOW LONG WILL THE PROCESS TAKE?

We aim to get an outcome to you within twenty working days. If your complaint is complex or involves the behaviour of, or decisions of others, it may take longer, however you will be kept updated.

WHAT TO DO IF YOU NEED SUPPORT

Free and confidential support is available to students through the University's [Counselling Service](#) and to staff through the [Employee Assistance Program](#). Students may also access Advocacy support through [Student Welfare](#)

WHAT IF YOU'RE NOT HAPPY WITH THE OUTCOME?

You can approach an external agency for review, including the NSW Ombudsman. Refer to our website at [Complaints Management and Resolution](#) for relevant links.