OVERVIEW OF COMPLAINTS FRAMEWORK
FOR STAFF, STUDENTS AND MEMBERS OF THE PUBLIC

If you are unsure where to direct a complaint, you can seek advice from the Complaints Assistance Officer.

**IS THE COMPLAINT...**

- **...PRIMARILY AN ACADEMIC MATTER?**
  - Yes → Refer to Academic Policy or Academic Faculty as required
  - No → **...PRIMARILY A PRIVACY CONCERN?**
    - Yes → Refer to Privacy Management Plan
    - No → **...PRIMARILY ABOUT A STAFF MEMBER?**
      - Yes → Refer to the Complaints Assistance Officer
      - No → **...PRIMARILY ABOUT A STUDENT?**
        - No → **...PRIMARILY ABOUT THE UNIVERSITY OR A SERVICE OFFERED BY THE UNIVERSITY?**
          - No → Refer to Complaints Policy for University Students and Members of the Public
          - Yes → Refer to Complaints Policy for University Students and Members of the Public

Is the person making the complaint a staff member?

- Yes → **...PRIMARILY ABOUT A STAFF MEMBER?**
  - Yes → Refer to Complaints Policy for University Students and Members of the Public
  - No → **Is the complaint primarily about bullying, harassment or discrimination by a staff member?**
    - Yes → Refer to Complaints Policy for University Students and Members of the Public
    - No → **...PRIMARILY ABOUT THE UNIVERSITY OR A SERVICE OFFERED BY THE UNIVERSITY?**
      - Yes → Refer to Complaints Policy for University Students and Members of the Public
      - No → Refer to Complaints Policy for University Students and Members of the Public