OVERVIEW OF COMPLAINTS PROCEDURE
UNDER THE COMPLAINTS POLICY FOR STUDENTS
AND MEMBERS OF THE PUBLIC

You can seek advice from the Complaints Assistance Officer about your options at any time.

ATTEMPT TO RESOLVE THE ISSUE YOURSELF
If you feel comfortable doing so, raise the concerns directly with the person involved. This is not a compulsory step.

Complaint not resolved

RAISE THE ISSUE WITH HEAD OF SCHOOL OR DIRECTOR
If you don’t feel comfortable approaching the person directly, or you tried this and it was not effective, raise the issue with the Head of School or Director. The HOS or Director will consider whether it should be handled under the informal or formal complaint procedure, having regard to the nature or seriousness of the complaint, as well as your views.

Complaint not resolved

INFORMAL COMPLAINT PROCEDURE
Informal processes (such as facilitated discussion between the parties) focus on finding a resolution which is acceptable to all parties, including the University. It is not about who is right or wrong. It is suited to less serious complaints or where a key aim of the process is to maintain relationships.

FORMAL COMPLAINTS PROCEDURE
Formal processes focus on investigating allegations and making findings. Suits more serious complaints and factual disputes. Also appropriate if the informal procedure is tried and failed. All formal complaints are recorded on a central database. Formal complaints must be lodged with the Complaints Assistance Officer.

Complaint not resolved

INTERNAL REVIEW
If you remain dissatisfied with the handling of your complaint, you may appeal to the Student Ombud for a review of the process. Review is limited to procedural matters only.

Complaint not resolved

EXTERNAL COMPLAINT
You can, at any stage, refer your complaint to an external agency.

Complaint resolved - end of process

Nb- You can seek assistance or advice from the Complaints Assistance Officer at any time during the complaints process. Formal complaints must be lodged with the Complaints Assistance Officer.