In case of immediate danger or threat to safety, call the Police on 111 and then Security on extn. 966 or 0800 373 7550

Staff who are considering making a complaint should refer to the staff flowchart. If you are both staff and a student, please select the process support that is appropriate to your complaint.

Student Complaint Process

**In case of immediate danger or threat to safety, call the Police on 111 and then Security on extn. 966 or 0800 373 7550**

Staff who are considering making a complaint should refer to the staff flowchart. If you are both staff and a student, please select the process support that is appropriate to your complaint.

- **Student with complaint about staff member**
- **Student with complaint about student**
- **Student with complaint about external or unknown source**

**Non-academic misconduct (involve HR and manager)**

- **Report to Proctor or Resident Manager (if in University accommodation)**
- **Report to staff member’s manager or Academic Head**

**Initial fact finding and explore options**

- **Facilitated meeting**
- **Mediation**

**Academic dispute**

- **Covered by Resolution of Student Academic Complaints and Disputes Statute**

**Outcome/Resolution**

**Informal**

- **Options:**
  - Facilitated meeting
  - Mediation

**Formal**

- **Investigation following relevant student or staff disciplinary policies/statutes**

**Academic dispute**

- **Covered by Resolution of Student Academic Complaints and Disputes Statute**

**Unsubstantiated complaint**

- **Doesn’t meet threshold of policy**

**Both the complainant and alleged perpetrator will be informed of the outcome of the investigation**

**Online and anonymous reporting option**

You can also report unethical conduct, including harassment or bullying, through the externally managed whistleblower hotline. This service offers online and anonymous reporting options. A report will be sent to the University and you will be informed of options for further action.

**Whistleblower hotline**

**Additional information, support services and contacts**

- Prevention of Bullying, Harassment and Discrimination Policy and Procedures
- Prevention of Bullying, Harassment and Discriminating Guidelines (contains information about self resolution)
- Harassment webpage
- AUSA Advocacy Office contacts
- Proctor contacts
- University Health and Counselling Service (UHCS)
- University Security
- Other personal support