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.

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**Student with complaint about staff member**

If self resolution feels safe and you are able to use it, write or tell the person that you are unhappy with their behaviour.

- **Non-academic misconduct** (involve HR and manager)
  - Initial fact finding and explore options
  - Report to staff member’s manager or Academic Head
  - Covered by Resolution of Student Academic Complaints and Disputes Statute

**Student with complaint about student**

If self resolution feels safe and you are able to use it, write or tell the person that you are unhappy with their behaviour.

If self resolution is not appropriate or not achieved, you can proceed to a complaint.

- **Initial fact finding and explore options**
  - Report to Proctor or Resident Manager (if in University accommodation)

**Student with complaint about external or unknown source**

If self resolution feels safe and you are able to use it, write or tell the person that you are unhappy with their behaviour.

- **If self resolution is not appropriate or not achieved, you can proceed to a complaint**
  - Report to Proctor or Resident Manager (if in University accommodation)

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**Outcome/Resolution**

**Academic dispute**

- Covered by Resolution of Student Academic Complaints and Disputes Statute

**Informal**

Options:
- Facilitated meeting
- Mediation

- Unsubstantiated complaint
- Doesn’t meet threshold of policy

**No action**

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

**Formal**

Investigation following relevant student or staff disciplinary policies/statutes

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**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**

- **Addressing Bullying, Harassment and Discrimination Policy and Procedures**
- **Addressing 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**