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

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

**Non-academic misconduct** (involve HR and manager)
- Options:
  - Facilitated meeting
  - Mediation

**Initial fact finding and explore options**

**Investigation following relevant student or staff disciplinary policies/statutes**
- Both the complainant and alleged perpetrator will be informed of the outcome of the investigation

**Outcome/Resolution**

**Informal**
- Options:
  - Unsubstantiated complaint
  - Doesn't meet threshold of policy

**No action**

**Formal**

**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