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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**Outcome/Resolution**

- **Academic dispute**: Covered by Resolution of Student Academic Complaints and Disputes Statute
  - Initial fact finding and explore options
  - Report to staff member’s manager or Academic Head

- **Non-academic misconduct** (involve HR and manager)
  - 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 staff member’s manager or Academic Head

- **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 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
  - If self resolution is not appropriate or not achieved, you can proceed to a complaint
  - Non-academic misconduct (involve HR and manager)

- **Informal**
  - Options: Facilitated meeting, Mediation
  - Unsubstantiated complaint
  - Doesn’t meet threshold of policy

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

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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**
- 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 Counseling Service (UHCS)
- University Security
- Other personal support

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**University Support Services**

- University Health & Counseling Service
- AUSA Advocacy
- University Security
- The Proctor

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