STUDENT FORMAL COMPLAINTS PROCEDURE



Formal Complaint

Submit a complaint via the online complaint form to the Integrity office along with relevant supporting information. Integrity Office will triage
the complaint and liaise
with the relevant
College/Business Area.
Integrity office may
contact you to seek more
information to clarify/
support your complaint

College/Business area investigates with assistance from the Integrity Office. The investigation will usually occur within a reasonable timeframe – usually 20 university business days. You will be notified if there is a good reason for any delay – usually because the issue is complex or requires detailed investigation.

Your complaint You are satisfied. College/ Remedy **Business** is justified offered End of process. (partially/fully) area provides OR a written Your complaint decision is rejected with You are NOT reasons. satisfied.

Internal review of a Formal Complaint

Request an internal review of the formal complaint decision by contacting the Integrity Office within 10 days of receiving your formal complaint decision. Internal review can only be accepted if you satisfy one or more of the following grounds.

New evidence is available that potentially changes the outcome; or

The complaint decision is manifestly unreasonable; or

Procedural irregularities occurred during Formal Resolution which were material or potentially material to the decision reached.

Where possible and appropriate the internal review will be carried out by an independent decision maker, with assistance from the Integrity office.

The decision maker will provide a written decision with reasons.

The decision maker may uphold the original formal complaint decision without amendment.

The decision maker may uphold the original formal complaint decision but amend one or more of the outcomes.

The decision maker may set aside the original formal complaint decision and refer it back for new investigation.

The decision maker may set aside the original decision and substitute a different decision.

You are satisfied. End of process.

OR

You are
NOT
satisfied.

1. You can lodge an appeal if you satisfy certain criteria under <u>Student</u>
Appeals Regulations 2019. Go to <u>Student</u>
Appeals webpage or;

2. Seek an external review, such as with the Victorian Ombudsman, the Victorian Equal Opportunity and Human Rights
Commission and the Australian Human Rights Commission - whichever is appropriate to your complaint circumstances.