

FEEDBACK AND COMPLAINTS FRAMEWORK

The University recognises the important role of feedback from students, staff and members of the public to promote a healthy, safe and productive environment which engages with our community. Our Feedback and Complaints Framework provides for submission of feedback, and the timely and fair resolution of both informal and formal complaints. There are different pathways for feedback, informal and for mal complaints and those managed by HR Services. This flowchart outlines the process for each type.

