FEEDBACK AND COMPLAINTS FRAMEWORK

The University recognises the important role of feedback from students, staff and members of the public to promote a healthy, s afe 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 complaint is. There are different pathways for feedback, informal and formal complaints and those managed by HR Services. This flowchart outlines the process for each type.

FEEDBACK

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If you are astudent, or member of the public and you wish to provide feedback about the University or its Services, you may do so at any time using this Feedback Form

What happens next?

Your Feedback is acknowledged and directed to the relevant work unit by the CAO

INFORMAL COMPLAINT

If you are astudentyou are encouraged to resolve your complaint informally and directly with the staff member responsible. You may do so at any time using this Informal Complaint Form

The CAO will attempt to resolve your complaint informally

CAO will advise outcome of informal complaint to you in writing

If you are dissatisfied with the outcome of your informal complaint you may lodge a formal complaint with the University

FORMAL COMPLAINT

If you are astudentand your informal complaint is not resolved, or you are student, or member of the public and you wish to make a formal complaint about the University, or its Services or Staff you may do so at any time via t Formal Complaint Form

What happens next?

The CAO will refer your formal complaint for investigation & decision

CAO will advise outcome of formal complaint toyou in writing

If a student and dissatisfied with the outcome of a formal complaint, you may lodge an external appeal with the <u>NSW Ombudsman</u>

COMPLAINTS MANAGED BY HR SERVICES



If your complaint is as **student** and relates to allegations of harassment, bullying or discrimination by an employee of the University you may make a complaint at any time by contacting **HR Service®R**



If your complaint is as a**employee of the**Universityand relates to any work-related problem,
or allegations of harassment, bullying or
discrimination you may make a complaint at any
time by contactingHR Services