

## Complaints and grievances

This infographic provides a clear overview of complaint trends from the 2024-2025 reporting periods, as at 10 February 2026. It ensures that concerns raised by students and stakeholders are accurately classified, distinguished from general enquiries and meaningfully reported. Charles Sturt aims to enhance accountability, support informed decision-making and demonstrate how feedback contributes to improving student experience.

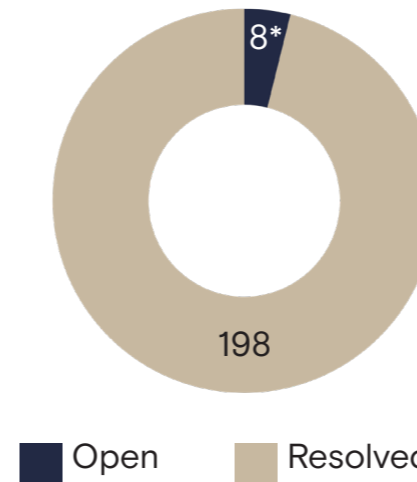
### The total number of complaints received during the reporting periods

# of formal complaints	2024	2025	YoY
Formal complaint	238	206	-13%

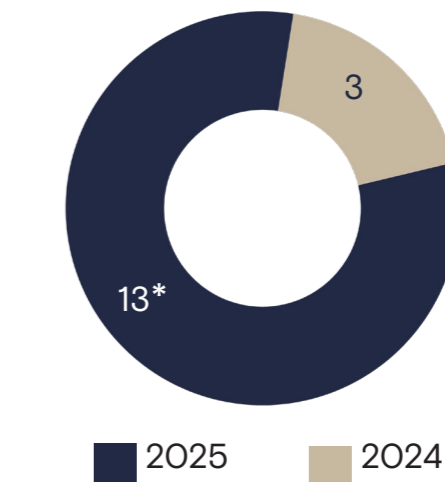
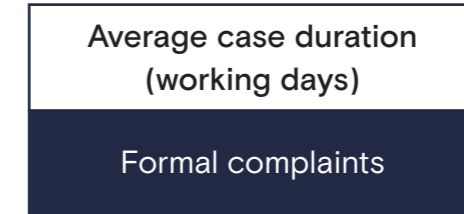
### The number of each type of complaint

Category of formal complaint	2024	2025	YoY
Complaint (other)	2	2	0%
Conflict of interest	2	0	-100%
Course delivery matter	137	124	-9%
Data privacy	-	1	
Gender based violence*	0	0	0%
Matter not related to the university	1	0	-100%
Service provision	78	60	-23%
Staff matter	-	5	
Staff misconduct	3	4	33%
Student misconduct - academic	10	5	-50%
Student misconduct - general	5	5	0%
<b>Total complaints</b>	<b>238</b>	<b>206</b>	<b>-13%</b>

\*No complaints received by Ombudsman. Separate GBV reporting mechanisms are in place.



\*Seven (7) complaints relate to same issue which is pending investigation. One (1) separate complaint is at 42 days.



\*Increase in average case duration mainly attributed to twelve (12) complex cases that exceeded 14 business days.

### Charles Sturt's 2025 key performance indicators for managing complex complaints

Complaints KPIs	KPI	Performance
Acknowledgement of complaint (max. 10 business days per policy)	5 business days	100%
Reasons for decisions provided to complainant	100%	100%
Registration and records of complaints	100%	100%
Resolution of complaints	85% within 14 working days	94%

For more information

→ [study.csu.edu.au/grievances](https://study.csu.edu.au/grievances)