

Confidentiality in Complaints Management Process

These Frequently Asked Questions and Responses are provided to assist students to understand confidentiality requirements in Charles Sturt University's Complaints Management Process.

Q: What does the confidentiality requirement mean for me and other people named in the complaint?

A: The University has an obligation under its Complaints Management Policy to respect the privacy and confidentiality of all parties involved, as far as practicable and appropriate. In some circumstances, information may need to be shared, for example where required by law, policy, or to progress the complaint fairly.

While this obligation rests with the University, you are also encouraged to respect your own privacy and the privacy of anyone else named in the complaint. This means avoiding unnecessary sharing of details about the matter.

Importantly, confidentiality does not prevent you from seeking support. You may talk about the situation with appropriate support people such as counsellors, student advocates, health professionals, or other trusted advisers who have a legitimate role in supporting you.

Q: Who can I talk to and who can't I talk to about my complaint and where can I seek support if I need help?

A: You are encouraged to be mindful about who you share details of your complaint with, to protect your own privacy and the privacy of others involved. In general, you should avoid discussing the complaint widely or on social media, or with people who do not have a legitimate support or advisory role.

However, confidentiality does not mean you have to go through the process alone. You may talk to appropriate support people, including professional and confidential services, student advocates, and trusted advisers who are supporting you.

Specialised support services for students

Charles Sturt University has a range of free and specialised [support services](#) =available with experts that specialise in the individual needs of students including First Nations students, students with a disability, and students from overseas. Links to the services available are provided below for your ease of reference.

Academic Skills Team	Scholarships and financial advice
Academic Progress Support	International students support
Accessibility & Inclusion Support	Legal services and advice
Advocacy and Support	Misconduct support
Campus Security	ResLife support
Careers and Skills Team	Reviews and appeals support
Counselling Services	Sexual assault and harassment support

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Equity and diversity support	Special consideration support
First Nations students support	Student Clubs
Financial support services	Studying with children
Student Representatives	

Q: When does the confidentiality requirement end?

A: The confidentiality provisions in the Complaints Management Policy are on the University not you as the complainant and thus you can speak about your complaint and/or experience.

Under the University’s Complaints Management Policy, the confidentiality obligation applies to the **University**, not to you as the complainant. This means the University must manage and share information about the complaint appropriately and only where necessary.

As a complainant, you are **not bound by a formal confidentiality requirement**, and you may talk about your complaint or your experiences if you choose to do so. That said, you are encouraged to consider your own wellbeing and privacy, and the potential impact on others, when deciding what to share and with whom.

You are always able to speak with support services, advocates, legal advisers, health professionals, or other trusted support people, both during and after the complaint process.

Q: When it ends, can I talk about everything related to my complaint and experience?

A: Yes. Because the confidentiality requirements apply to the University rather than to you, there is no point at which you are prohibited from talking about your complaint or your personal experiences.

That said, even after the complaint process has ended, it is still sensible to be thoughtful about what information you share and with whom. In particular, you should take care not to unnecessarily disclose personal information about other individuals involved, or information that was provided to you in confidence during the process. Please refer to the [Student Charter](#) for guidance on your obligations at Charles Sturt University and what it means to be a student member of the University community.

You are always able to speak with support services, advocates, legal advisers, health professionals, or other trusted support people, both during and after the complaint process.

Q: Can you send me this information in writing so that I can make an informed decision?

A: These FAQs are available on the University’s Students Complaints and Grievances webpage: <https://www.csu.edu.au/division/vcoffice/ogca/complaints-grievances/students>

If you have further questions, please contact the [University Ombudsman](#).

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