

Student Advocates' guide to

Making a complaint

What is this about?

If you are dissatisfied with part of your student experience, we invite you to submit a complaint so it can be investigated, and action taken if required. We recommend trying to resolve your concerns informally first. If you are unable to resolve the situation informally, then you should make a formal complaint.

Getting the best result

1. **Informal complaint:** Consider raising your complaint with the relevant area of the University first (e.g. Head of School, Manager). This will give you the best chance of achieving a fast and positive outcome and in most cases, the University Ombudsman will want to see you have done this.
2. **Formal complaint:** If you are not able to reach an informal resolution, or you are not comfortable contacting the relevant area of the University, you can submit a complaint to the University Ombudsman.

Before getting started

Check whether the matter you want to complain about is appealable under [clause 16 of the University Student Appeals Procedure](#). If the decision is appealable, you will need to submit an appeal instead of a complaint.

Making an informal complaint

1. Address your letter to the recipient (e.g. Dear Associate Professor Winslade).
2. Start your complaint with 1-2 sentences summarising the key issues. (e.g. I am writing to raise my concerns about...)
3. Explain your experiences in enough detail for the person reading your complaint to understand what happened.
 - Consider using a timeline, a table, or dot-points to make your case clear.
 - Include any steps you have already taken to try to resolve the issue.
 - Ensure you refer to your evidence in this section.
4. Describe the impact the situation has had on you.
5. Describe the specific outcomes you are seeking.
6. Use an appropriate sign-off (e.g. Sincerely, or Kind regards) and include your full name and Student Number.

Making a formal complaint

- You can make a formal complaint over the phone (1800 664 235) or via the [online reporting system](#).
- If you use the online reporting system, the system will help you ensure you provide all the required information.
- Remember to include evidence to help the University Ombudsman conduct their enquiries.