Formal Complaint - Level 1

Submit a complaint via the University's online complaint reporting form to the Integrity Office. Ensure you include all relevant supporting information/documentation.



Integrity Office will email you within 5 working days to confirm that your complaint will be considered, and the name of the member of staff your complaint has been referred to in the Institute/Directorate. If your complaint is out of scope, you will be advised where to redirect your submission.



Institute/Directorate area investigate complaint with aim of responding to you within 20 working days. You will be notified if there is a valid reason why the investigation is taking longer.



Satisfactory response offered. End of process.

You are NOT satisfied.



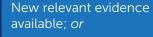
Your complaint is unsubstantiated or partially or fully justified.



Institute/Business area provides a written decision with reasons clearly explained.

Escalated Complaint – Level 2

Request your complaint is escalated by contact the Integrity Office within 20 working days of the date of letter informing you of the Level 1 complaint outcome. Escalation to Level 2 can only be accepted if you satisfy one or more of the following grounds.



A failure to consider evidence that was available at the time; *or*

There was a failure to comply with Relevant University policy/procedure/process; or

Failure by relevant staff member to apply principles of natural justice.



Within 5 working days the Student Integrity Officer will inform you if your request to escalate has been accepted. You will be emailed the name and title of the senior staff member appointed to deal with the escalated complaint.



Senior staff member investigates and determines an appropriate outcome within 20 working days. You will be informed if there is a valid reason why the investigation is taking longer.



You are satisfied. End of process.

You are NOT satisfied





- **a)** Lodge an appeal through the Internal Student Appeal Process within 30 days of receiving notice of the original decision. For more information please visit or <u>Student Appeals Committee</u> webpage.
- **b)** If there is no right of Internal Appeal, we will provide you written notice of your right to an External Appeal (eg, Victorian Ombudsman).