Student Complaint Procedure

Version	Approved by	Approval date	Effective date	Next full review
3.5	Deputy Vice-Chancellor Academic	19 July 2019	19 July 2019	August 2017

Procedure Statement

Purpose	To describe the complaint procedure for enrolled UNSW students.
Scope	This procedure applies to the following in respect of complaints made less than twelve months after the event giving rise to the complaint: • all enrolled students and their activities undertaken within or with members of the UNSW Community. • former students, students not currently enrolled and students previously enrolled, where the event forming the basis of the complaint occurred while they were a member of the UNSW Community. • the University and its staff. **This procedure does not apply to the following types of complaint:** • Complaints about research activities and outputs, including authorship, intellectual property and research misconduct (please refer to the UNSW *Research Code of Conduct* and other relevant UNSW Codes and Procedures, which are listed at https://www.gs.unsw.edu.au/policy/findapolicy/policylist.html) • Reviews of academic decisions related to the thesis examination or other academic decisions for postgraduate research candidates (Students should seek advice from the Graduate Research School) • Complaints about any decision for which UNSW Procedures provide an internal process for students to appeal the decision. Students should follow the appeal process detailed in the relevant Procedure. Once an appeal has been considered by the office-bearer, committee or entity specified in the relevant Procedure, the University does not provide any further internal avenues of complaint or appeal. For example, decisions about re-enrolment following suspension or exclusion on the grounds of academic performance are specifically excluded, as these are considered by the Re-enrolment Appeals Committee • Complaints about the behaviour of UNSW staff (academic and/or professional) which are legally required to be managed in accordance with relevant employment and/or enterprise agreements and associated UNSW staff policies and procedures.
Outside of Scope	The University retains the discretion to investigate and determine complaints that are outside the Scope of this Procedure, where the allegations are serious and have or may impact upon the UNSW Community or reputation. Where the matter is outside of scope of this Procedure, appropriate corrective action, reasonable directions, support services and referrals may be issued as appropriate by UNSW.
Are Local Documents on this subject permitted?	☐ Yes, however Local Documents must not breach mandatory requirements in University-wide Codes of Conduct, Policies, Standards and Procedures. ☒ No

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Procedure Processes and Actions

1. Principles

1.1. The University is committed to providing a fulfilling and rewarding learning and research experience that enables students to achieve their full academic potential. Feedback is welcomed as a mechanism for continuous improvement.

1.2. Wherever possible complaints will be resolved by a process of discussion, cooperation and, where appropriate, mediation, as soon as possible after an incident or situation has occurred. Complaints will be acknowledged and handled promptly. Complaints will be treated sensitively having due regard to procedural fairness and confidentiality. Complainants will not suffer detriment or disadvantage as a direct result of making a complaint.

Need Help?

1.3. A step by step guide for students about how to make a complaint is available on the Current Student gateway website https://student.unsw.edu.au/. Students may also seek assistance from the Student Integrity Unit (SIU - see also the Glossary in relation to this term).

1.4. Information about the range of free, University provided support and guidance services can be found on the Current Student gateway website.

1.5. Staff members can also find information about how to resolve student complaints on the Current Student gateway website.

2. Types of Complaint

There are three types of complaint within the scope of this procedure.

2.1. Complaints about academic decisions and matters

Students may make a complaint about academic decisions and matters where any of the following apply:

- The matter has not been able to be resolved under the relevant University policy or procedure
- The complaint relates to a lack of procedural fairness or inconsistent application of University policy or procedure

Examples of complaints under this category may include but are not limited to: assessment, confirmation and review of the progress of Higher Degree Research Candidates.

2.2. Complaints about a person

Students may make a complaint relating to the behaviour of:

- other students of the University
- academic staff (including contract staff, visiting appointments, conjoint appointments and guest lecturers)
- professional and technical staff (including casual and contract staff)
- people external to the University with whom students interact as part of a program of study such as, but not limited to, work experience, industrial or clinical placements or other practicums

The behaviour of UNSW staff is governed by relevant employment and/or enterprise agreements and UNSW staff policies and procedures. Where a complaint relates to behaviour that is governed by one or more staff agreements, the complaint will not be investigated using this procedure, and will instead be managed in accordance with the relevant staff agreement(s).

Complaints under this category may include but are not limited to: ethical and integrity issues, conflict of interest, fraud, bribery, dishonesty, favouritism, discrimination, victimisation, vilification, bullying and harassment.

2.3. Complaints about administration or process

Students may make a complaint relating to: administrative issues or processes including complaints of mismanagement, unreasonable decisions, inconsistent application of University policy or procedure, denial of procedural fairness, failure to provide rights, incorrect advice leading to detriment.

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Examples of complaints under this category include: inconsistent application of assessment procedures or the special consideration procedure.

3. How complaints are handled

3.1. In most circumstances the University follows a three stage complaints handling model:

Stage 1: Local Process: To be used first in most cases, resolving complaints through an informal process which aims to sort out complaints as quickly and as close to the source of complaint as possible. This approach is generally considered suitable for straight forward issues or matters that are urgent but not serious. See further in section 4.

Stage 2: Central Process – Student Integrity Unit: To be used where the Stage 1 preliminary process does not resolve the complaint or where the complaint is of a serious nature and a Stage 1 approach is not appropriate. See further in section 5.

Stage 3: Appeal. A complainant may appeal a decision made by the or IO in the central investigation on the grounds of lack of procedural fairness only. No appeal is available in respect of the substantive merits of the investigation. See further in section 6.

3.2. In appropriate cases, the University may decide to adopt a different complaints handling model, at its discretion. In such cases, the procedure to be followed will be outlined to the complainant and other parties in advance.

4. Stage 1: Local Process

Complaints must be made no later than twelve months after the event giving rise to the complaint.

4.1. The student should raise her/his complaint directly with the University staff member/s most directly involved with, or responsible for, the subject-matter of the complaint. It is strongly recommended that these concerns be made in writing. If the student does not make the complaint in writing, the relevant staff member will proceed on the basis of her/his understanding of the complaint.

4.2. Where a student is uncomfortable with raising the complaint with the staff member/s most directly involved, the complaint can be made through another member of University staff at the local level. This may be the School Grievance Officer or the Head of School, or the head of the relevant organisational unit.

4.3. The staff member who is managing the complaint will aim to resolve the complaint as quickly as possible using informal processes. To help reach a mutually acceptable outcome a meeting may be held to discuss the complaint. A support person may be brought to the meeting by the complainant. The parties may agree to involve a neutral third party to assist their discussion of the complaint or, where appropriate, to mediate.

4.4. A staff member to whom a complaint is made at the local level may, after considering the nature and circumstances of the complaint, suggest to the student that the complaint be investigated at the outset through the Stage 2: Central Process.

4.5. Indicative time Frame

The University will resolve urgent matters as soon as is possible. The University will aim to resolve non urgent matters within 15 working days of the complaint being made in accordance with the above paragraphs. If this timing is not possible, the student will be informed and a new time frame provided to the student.

4.6. Higher Degree Research Students

Higher Degree Research Students who wish to raise concerns relating to their candidature should raise the issue initially with their Supervisor. If the matter is not resolved by the Supervisor or the complainant is not comfortable raising the issue with her/his Supervisor, the concerns should be raised with the School Postgraduate Coordinator or the Head of School. If there is a reason why the student is not comfortable or able to raise the concern with either of these staff members, the complaint may also be raised with the Associate Dean Research or Director of Postgraduate Research in the Faculty. Where it is not possible to resolve the matter at Faculty level, the complaint may be referred to the Dean of Graduate Research.

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4.7. Residencies and Colleges

Students with a concern which relates to an aspect of their accommodation at a UNSW managed residency or College should in the first instance raise the concern with the College or Residence Manager.

5. Stage 2: Central Process – Student Integrity Unit

Complaints must be made no later than twelve months after the event giving rise to the complaint.

5.1. Lodging a complaint

A complaint can be submitted to the Student Integrity Unit (SIU) for a Stage 2 Central Process where:

- Resolution through the Stage 1 Local Process has not occurred, or
- The subject-matter of the complaint is serious or complex.

5.2. A student may initiate a Stage 2 Central Process without first undergoing a Stage 1 process. If this occurs, the Student Integrity Unit may refer the complaint back for Stage 1 investigation where the Student Integrity Unit assesses that this is appropriate given the nature and circumstances of the complaint (see further in section 5.5 below).

5.3. To enable the Stage 2 Central Process, a complaint must be lodged in writing, using the student complaint lodgement form (which is available online at https://student.unsw.edu.au/student-complaint-lodgement-form), with the Student Integrity Unit. The written complaint must contain sufficient information for the complaint to be investigated. It will assist both the student and the University if the student provides all relevant information at the outset.

5.4. Students who are unable to lodge a complaint in writing may contact the Student Integrity Unit to arrange an alternative means of lodging their complaint.

5.5. Students who are unable to lodge a complaint personally may authorise another person to act on their behalf. Such an authorisation to the other person may be in writing, or in such other manner as the SIU may approve.

5.6. The Student Integrity Unit may appoint Investigating Officer

It is usually the Student Integrity Unit who assesses, investigates and determines the outcome of the complaint in accordance with sections 5.7 – 5.12 below. However, having received the complaint, the Student Integrity Unit may for a range of reasons choose to appoint an Investigating Officer (IO) to carry out some or all of the Student Integrity Unit's functions. Appointment of an IO may be appropriate, for example, in situations where the Student Integrity Unit has prior involvement or conflict of interest, to assist effective workflow management, or to obtain the benefits of the IO's subject matter expertise. If appointed, the IO has the same powers and functions as the Student Integrity Unit.

5.7. Assessment by the Student Integrity Unit or IO

The Student Integrity Unit or IO will first make an assessment to determine whether the complaint should be investigated under the Stage 2 Central Process. If the written complaint is not sufficiently clear or detailed for the assessment to proceed, the Student Integrity Unit or IO may ask the student to re-submit the complaint with more or clearer information. At the conclusion of these enquiries the Student Integrity Unit or IO will determine one or more of the following next steps as s/he considers appropriate:

a) Commence investigation under the Stage 2 Central Process, or

b) Take no further action on the basis that the complaint is without substance, or

c) Refer the complaint to the appropriate University staff member to undertake a Stage 1 Local Process investigation, or

d) Refer for consideration by another investigator or decision-maker under another University Policy or Procedure, or

e) Refer the matter to an external agency.

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5.8. Notification

The Student Integrity Unit or IO will notify the complainant of the steps to be taken, providing brief reasons where the Student Integrity Unit or IO decides *not* to proceed with a Stage 2 investigation.

5.9. Steps involved in Stage 2 Central Process investigation

In investigating a complaint centrally, the Student Integrity Unit or IO:

a) Will provide both the complainant and respondent/s (relevant staff, student/s or external person/s) with the opportunity to present their cases

b) Will examine relevant documentation and policy and procedures

c) May seek clarification from relevant parties on information received

d) May seek internal advice or advice from external agencies, including legal advice from the University's Legal Office or otherwise as appropriate

e) May invite the complainant and respondent for individual meetings. Students may bring a support person to any interviews or meetings conducted during the central process. The student should advise the SIU or IO beforehand if s/he intends to bring a support person.

5.10. At the conclusion of the Stage 2 Central Process investigation:

The SIU or IO will make a determination and confirm the outcome in writing, giving reasons, to the complainant and respondent/s.

5.11. The outcome of Stage 2 Central Process may be:

a) That the complaint has been upheld or partly upheld. Recommendations for actions may also be made, or

b) That the complaint has not been substantiated. In most unsubstantiated cases no recommendations for action are required.

5.12. Indicative time frame

The SIU or IO will endeavour to adhere to the following indicative time frame:

- The SIU or IO will aim to acknowledge receipt of a complaint within 5 working days of lodgement.
- The SIU or IO will aim to complete the Stage 2 Central Process within 20 to 30 working days of receipt of the complaint. However, this may not always be possible, particularly where the matter involves a number of respondents and/or the circumstances are complex.

Updates on the progress of the investigation will be provided to the complainant by the SIU or IO, and all parties will be informed as soon as possible of any significant delays and advised if alternative time frames are to apply.

5.13. Withdrawn or anonymous complaints

Where the SIU has been made aware of a matter of a serious nature, but the complainant wishes to remain anonymous such that there is no identified or identifiable complainant, or the complainant withdraws their complaint, the SIU may refer the matter to the appropriate senior staff member of the University and/or to an external agency.

6. Stage 3: Appeal

6.1. Lodging an appeal

An appeal in respect of a decision of a SIU or IO following a Stage 2 Central Process may only be lodged on the grounds of a lack of procedural fairness in the investigation process. For an explanation of procedural fairness refer to the Definitions and Acronyms section. There is no appeal on the merits of the decision. In other words, a student may not appeal simply because s/he does not agree with the decision of the SIU or IO.

6.2. Appeals must be made in writing to the Director Student Life (or nominee) within 15 working days of the date of notification by the SIU or IO of a decision under the Stage 2 Central Process. The appeal must clearly state the grounds on which the student considers that there has been a lack of procedural fairness (for example, the student must clearly identify why s/he maintains that there was no opportunity to state their position on the complaint). In exceptional circumstances the Director Student Life (or nominee) may extend this period to longer than 15 working days following

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a request for an extension from the student in writing. Other than in exceptional circumstances, an extension request must be made within 15 working days of the date of the notification of the decision by the SIU or IO.

6.3. Student Complaint Appeal Committee

The Director Student Life (or nominee) will convene a Student Complaint Appeal Committee (the Committee) to hear the appeal. As well as the Director Student Life (or nominee) as Chair, the Committee will also consist of one Associate Dean and one elected or nominated student member of the Council, Academic Board or Faculty Committee.

No person is eligible to sit on the Committee who has, or could reasonably be perceived to have, a conflict of interest in the matter.

The Committee may appoint one or more persons to assist it on any matters requiring legal, procedural or technical expertise.

6.4. Appeals process

The appellant and any other relevant party in the appeal will be invited to attend a hearing to state their case. If the appellant is unable to attend the hearing, or chooses not to attend, the hearing may still take place.

The appellant and any other person invited to attend will be asked to inform the Chair in writing before the hearing:

a) Whether they intend to attend the hearing

b) Whether they intend to attend with a support person (the support person may not attend in the place of the appellant) (see further in 6.5 below)

c) Whether they intend to present any material not in the written submission.

At the hearing:

a) The Committee shall sit in private

b) Only material relevant to the grounds of the appeal may be presented

In determining the outcome of the appeal the Committee may:

a) Dismiss the appeal; or

b) Allow the appeal, in which case, the Committee may either

   i. Make a fresh determination on all or part of the complaint, or

   ii. Refer the matter back to the SIU or relevant IO to re-determine the complaint having regard to the Committee's decision, or

   iii. Refer the matter to another IO to reinvestigate the complaint (in whole or in part) having regard to the Committee's decision and, to the extent directed by the Committee, to re-determine the complaint.

If no denial of procedural fairness has been identified all avenues of complaint and appeal within the University will have been exhausted. An appellant dissatisfied with the outcome of the appeal may seek external review, for example by an agency such as the NSW Ombudsman.

6.5. Indicative time frame

The University endeavours to adhere to the following indicative time frame. All relevant parties will be informed as soon as possible if alternative time frames are to apply.

- Appeals will be acknowledged within 5 working days of the receipt of the appeal
- Student Complaint Appeal Committee aims to convene within 30 working days of the date of acknowledgement of the appeal
- At least 10 working days' notice of the appeal hearing will be given to all relevant parties
- The parties should inform the Chair of any support person arrangements at least 5 working days before the hearing

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- Material considered by the SIU or IO in the investigation will usually be circulated to the appellant 5 working days before the hearing (but see further in section 11 below)
- Appeal Committees aim to inform the appellant and any other relevant party of the outcome of the appeal in writing, giving reasons, within 15 working days of the hearing.

7. Withdrawal of Complaints

At any stage a student may decide to withdraw a complaint. Where the central complaint process is underway any withdrawal must be in writing (this may be by email). In most instances the University will then deem the complaint resolved. However, in certain circumstances the University may deem the complaint serious enough for an internal investigation to continue or for referral to an external agency.

8. Recordkeeping

Notes and documentation must be kept at all stages of the resolution of a complaint including records of meetings, discussions, appeal hearings and actions proposed or taken. All records and notes produced and documents considered in handling a complaint under the central or appeals process must be stored in a confidential University file. The file must be created and stored in line with University policy.

The SIU will be responsible for recording and tracking all centrally investigated complaints on a central complaints database. Reports will be provided on a regular basis to the Director Student Life (or nominee) and Deputy Vice-Chancellor Academic detailing the outcomes arising from complaints.

9. Confidentiality

All parties involved in a complaint including the complainant, respondent/s and the SIU or IO must maintain confidentiality about the complaint. Information and records about a complaint will be kept confidential and will only be divulged to staff of the University with direct involvement in the process (in accordance with this Procedure) and those to whom it is necessary to enable proper investigation of the matter. However the University may divulge records about a complaint to legal advisers or insurers and where any of the following apply:

- Where there is risk of harm to a person or persons, it may be necessary to divulge records of and details about the complaint to other members of UNSW staff and relevant external agencies such as the Police;
- Where the University is required by law to produce the records, for example, to a court or tribunal for the purpose of legal proceedings by way of subpoena or a similar compulsory process;
- Where there is a clear public interest or obligation to share information (such as a duty to disclose information to a professional accreditation board, the Australian Defence Force Academy or a duty to report under legislation)

Where a Student Complaint Appeal Committee is to be convened, the appellant and appeals committee will be provided with copies of all material that has been considered relevant by the SIU or IO in making their decision, except for material which is subject to legal professional privilege or material that must be withheld as a result of the University's legal obligations to other parties.

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10. External review or referral

A student may take their complaint to an external agency at any point. Where this occurs the University may decide to suspend any internal process pending external investigation. External bodies may require a complainant to have lodged an internal complaint first before they will become involved. The complainant should contact the external body directly for advice.

External agencies include:

- Anti-Discrimination Board
- Australian Human Rights Commission

- Independent Commission against Corruption
- NSW Ombudsman
- NSW Police

11. Internal reporting

A bi-annual report on trends and emerging issues will be provided to the UNSW Academic Board and other committees.

12. Acknowledgements and resources

Additional resources:

Current Student gateway: https://student.unsw.edu.au/

Policies, procedures and guidelines for students: www.my.unsw.edu.au/student/resources/Policies.html

Arc@UNSW www.arc.unsw.edu.au

NSW Ombudsman fact sheets: www.ombo.nsw.gov.au

Anti-Discrimination Board: www.lawlink.nsw.gov.au

Australian Human Rights Commission: www.humanrights.gov.au

A number of documents were reviewed in developing this procedure and are gratefully acknowledged:

NSW Ombudsman Complaint Handling at Universities: Best Practice Guidelines 2006

Discussion Paper 21 (1989) – Alternative Dispute Resolution: Training and Accreditation of Mediators, Lawlink NSW, in relation to terminology and definitions.

Discussion Paper 30 (1993) Review of the Anti-Discrimination Act 1977 (NSW), Lawlink NSW, in relation to behaviours that are considered harassing and discriminatory

Anti-Discrimination Commission Queensland: Complaints Procedures

Complaints Procedures from the following Universities: Australian National University, Macquarie University, Queensland University of Technology, University of Melbourne, University of Newcastle, University of Technology Sydney, University of Queensland, University of Western Sydney, Monash University, University of Adelaide.

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Accountabilities	
Responsible Officer	Deputy Vice-Chancellor Academic
Contact Officer	Director, UNSW Conduct & Integrity
Supporting Information	
Legislative Compliance	This Procedure supports the University's compliance with the following legislation: Nil
Parent Document (Policy)	Student Code of Conduct
Supporting Documents	Nil
Related Documents	Student Misconduct Procedure Sexual Misconduct Prevention and Response Policy Assessment Policy Assessment Implementation Procedure Academic Standing for Undergraduates Academic Standing for Postgraduates
Superseded Documents	Student Complaint Procedure, v3.4
File Number	2015/38053
Definitions and Acronyms	
Anonymous	Where the complainant withholds their name and does not wish to be identified in any way.
Appellant	A person who lodges an appeal.
Associate Dean	An Associate Dean (irrespective of portfolio), Senior Associate Dean or Deputy Dean of a Faculty.
Conflict of interest	Interest, involvement or information which may influence or be reasonably perceived to influence a person's ability to make objective recommendations or decisions in investigating or determining a complaint, or serving on a Student Complaint Appeal Committee.
Complainant	An individual who lodges a complaint.
Investigating Officer (IO)	A person who is appointed to fulfil some or all of the Student Integrity Unit's functions of undertaking and co-ordinating an investigation or making a complaint outcome determination.
Mediation	A voluntary and confidential process where a neutral third party, the mediator, provides assistance to the parties in dispute to find some common ground and reach a settlement. A mediator may be an employee of the University who has no conflict of interest in the issue under discussion or an external mediator.
Procedure	A document identified as a Procedure of the University made by the Council or under the UNSW Policy Framework or in accordance with delegated authority as a formal University Procedure. It may be specifically related to a Policy or a Guideline and may include statements in the form of prescriptive rules. Procedures of the University are published on the Governance website at www.gs.unsw.edu.au.

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Procedural Fairness	Also known as 'natural justice', procedural fairness is a principle of law that is concerned with the procedures used by a decision-maker, rather than the actual outcome reached. Key requirements of procedural fairness include: • Ensuring respondents are provided with all necessary details of the allegations that have been made against them • Ensuring respondents are given a proper opportunity to respond to the allegations in an appropriate way before a decision is made (including as to any mitigating circumstances) • That persons involved in deciding an outcome do not have any bias or conflict of interest. • That a decision is based only on relevant evidence.
Respondent	A person about whom a complaint is made or, where a complaint is made that is not specific to a person, the person who is nominated by the relevant business unit, Faculty or Department to respond to a complaint.
Serious matters	Complaints are considered serious where there is reason to believe that: a) There is a significant risk to the University and its staff and/or students b) A serious criminal offence may have been committed c) There are a number of complaints of a similar nature received against a respondent
Sexual Misconduct	Sexual misconduct concerns behaviours that are in breach of the University's *Sexual Misconduct Prevention and Response Policy*.
Student Integrity Unit (SIU)	The staff members of the University who are responsible for undertaking and co-ordinating investigations, making complaint outcome determinations and providing advice and guidance to students and staff.
Support person	A person who may help a student make a complaint, provide support or give advice before or during the complaint process. A support person may be a friend, student, staff member or family member. A support person is not able to speak on behalf of the student and is not an advocate for the student. Student Participation Advisors are available to provide free advice and guidance to students about resolving a complaint or the complaints process. See https://student.unsw.edu.au/student-participation-advisors.
UNSW Community	Students become members of the UNSW Community upon enrolment and their behaviour is governed by this Code in respect of behaviour occurring: • on UNSW campuses or other facilities, including the live-in accommodation at ADFA • in virtual spaces (including online forums, communities and platforms) arranged or facilitated by UNSW or where the virtual space is connected to study or student experience • whilst using UNSW information and communication technology (ICT) resources • at premises in which research study or work integrated learning is undertaken as part of a UNSW activity including but not limited to placements, internships, fieldwork, or other type of practicum • whilst staff, students or affiliates are representing UNSW (e.g. at sporting events, cultural activities, competitions, conferences), student clubs or whilst on exchange or sabbatical • between a UNSW staff members or affiliates and a UNSW student • in University owned, operated or Affiliated Accommodation • at separate legal entities controlled by the University • at Arc@UNSW and associated student society and club activities.

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Vice-Chancellor	9 January 2009	2 March 2009	These are new procedures
1.1	Pro-Vice-Chancellor (Students) & Registrar	24 April 2009	24 April 2009	2.2.5 (a)

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1.2	Acting Deputy Vice-Chancellor (Academic)	16 May 2012	18 May 2012	2.8 Introduction 2.8.2, D, i
2.0	Vice-President and Deputy Vice-Chancellor (Academic)	30 November 2012	30 November 2012	Full review
2.1	Vice-President and Deputy Vice-Chancellor (Academic)	16 August 2013	16 August 2013	2.1; 6.6; former 6.7 renumbered; 7.10; former 7.11 renumbered.
3.0	Vice-President and Deputy Vice-Chancellor (Academic)	5 August 2014	5 August 2014	Full review
3.1	Vice-President and Deputy Vice-Chancellor (Academic)	24 April 2015	24 April 2015	8.3 amended to include elected nominated student members
3.2	Acting Head of Governance	2 December 2015	2 December 2015	All references to Contact Officer and Responsible Officer amended.
3.3	Senior Deputy Vice-Chancellor	29 February 2016	29 February 2016	References to Contact Officer and Responsible Officer updated.
3.4	Deputy Vice-Chancellor Academic	25 July 2017	15 August 2017	Administrative update to senior position titles
3.5	Deputy Vice-Chancellor Academic	TBA	TBA	Minor amendments to scope and addition of definition of sexual misconduct and UNSW Community.

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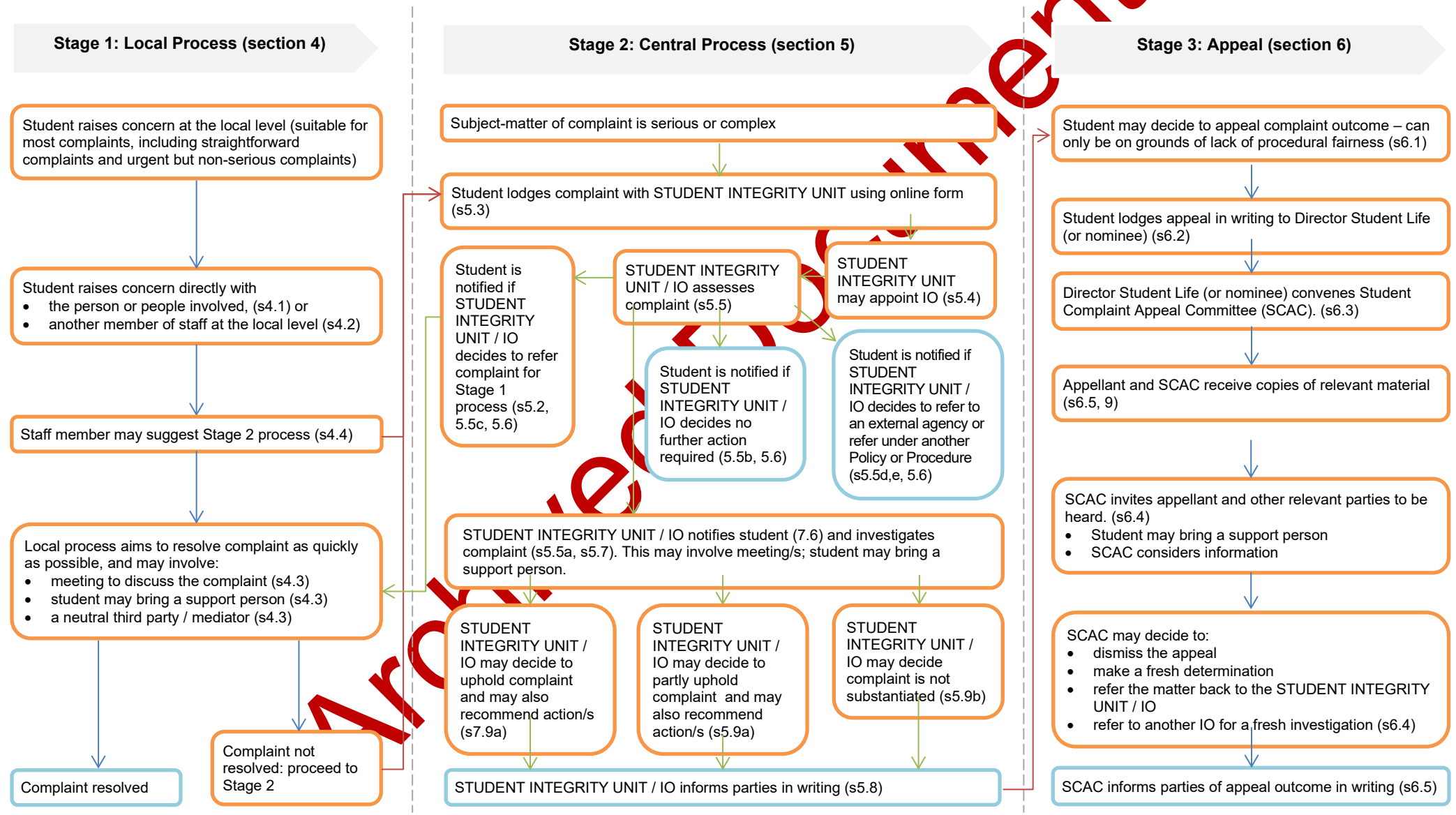
APPENDIX A: Student Complaint Procedure summary diagram



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APPENDIX B: Indicative time frame

Stage 1: Local Process	
Resolution of complaint	The University will resolve urgent matters as soon as is possible and non-urgent matters within 15 working days. If this timing is not possible, the student will be informed and a new time frame provided to the student. (s4.5)
Stage 2: Central Process	
Acknowledge receipt of complaint	5 working days (s5.10)
Completion of Central Process	20-30 working days; this may not always be possible, particularly where the matter involves a number of respondents and/or the circumstances are complex All parties will be informed as soon as possible of any significant delays and advised if alternative time frames are to apply (s5.10)
Stage 3: Appeal	
Lodging of appeal	15 working days from notification of decision (s6.2)
Acknowledgement of receipt of appeal	5 working days (s6.5)
Convening of Student Complaint Appeal Committee	30 working days after acknowledgement (s6.5)
Notice of appeal hearing	At least 10 working days before hearing (s6.5)
Notice of support person arrangements	At least 5 working days before hearing (s6.5)
Circulation of relevant material	5 working days before hearing (s6.5)
Advice of outcome	15 working days after hearing (s6.5)

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