This diagram shows the options available for handling a complaint.

- The resolution streams are not necessarily sequential.
- Where you enter the process depends on the seriousness and complexity of the complaint, and whether handling it at a local level has been successful.
- Following assessment, the handling of the complaint may move across streams.
- Moving to a Review stream depends on a complainant or respondent's satisfaction with the process.

Support & advice is available to assist with raising and responding to a complaint, and with requesting a review.

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**Self-Resolution**

This approach is used where it is appropriate to resolve a concern informally and directly.

- When individuals raise a concern they wish to have resolved. Generally, a single issue, not serious or urgent and likely immediately resolvable.
- (eg: minor interpersonal, workplace or classroom concerns, authorship grievances or teaching issues)

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**University Assisted Resolution (UAR)**

Where UNSW assists both parties to reach a well-considered and mutually acceptable outcome.

- When individuals have unresolved disagreements, straightforward issues or matters that are less serious or less complex.
- (eg: role-specific or interpersonal issues, application of policies and procedures, assessment concerns and research administration errors)

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**University Formal Resolution (UFR)**

Some complaints should be managed centrally by, or with the help of, a specialist.

- For unresolved local-level or more serious / complex issues that require formal resolution. May be referred from an external regulatory body.
- (eg: serious allegations such as bullying, discrimination, gendered violence, potential research misconduct, cheating concerns)

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**Internal Review**

Applied for on the grounds of procedural fairness or new evidence of significance.

- Procedural fairness: if dissatisfied with how the formal resolution process was followed.
- New evidence: in exceptional circumstances, where there is new evidence to be considered that was not available at the time of the investigation.

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**External Review**

Complainants or respondents may choose to refer their complaint for independent review to the Office of the Ombudsman or other regulatory or professional bodies.

They can do this any time during the complaint handling and investigations process.