

SOUTHERN CROSS UNIVERSITY FEEDBACK AND COMPLAINTS FRAMEWORK – PATHWAY AND PROCESS

The University recognises the important role of feedback from students, staff and members of the public to promote a healthy, safe and productive environment which engages with our community. Our Feedback and Complaints Framework provides for submission of feedback, and the timely and fair resolution of both informal and formal complaints. There are different pathways for feedback, informal and formal complaints, sexual assault or sexual harassment, and those complaints managed by HR Services. **This flowchart outlines the pathway and process for each type.**

For advice, please contact the Complaints Assistance Officer (CAO) via e-mail: complaints@scu.edu.au. International students in need of assistance may also contact the [International Student Support](#) team for advice.

