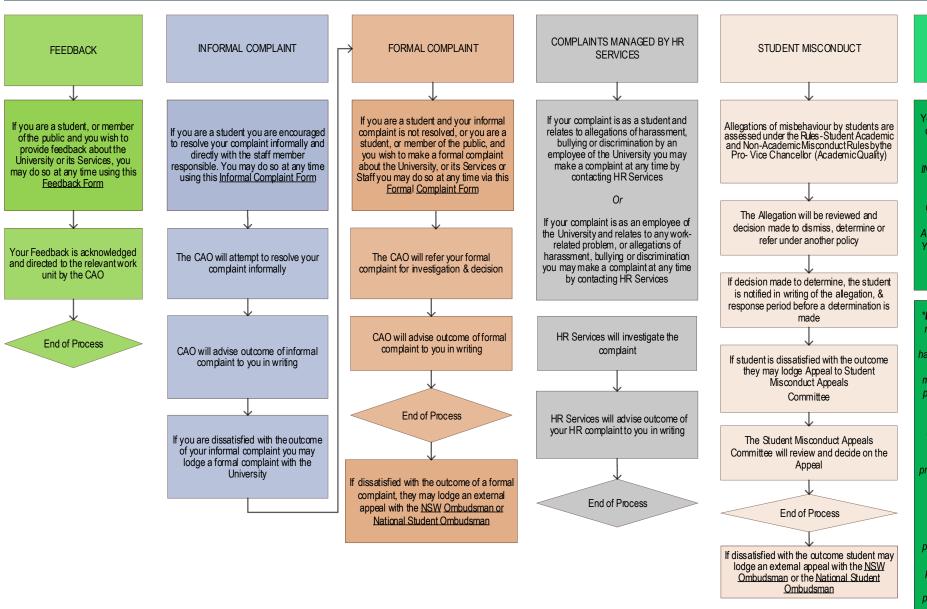
SOUTHERN CROSS UNIVERSITY FEEDBACK AND COMPLAINTS FRAMEWORK - PATHWAY AND PROCESS

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.



STUDENT SEXUAL ASSAULT OR SEXUAL HARASSMENT

You can choose to make a Disclosure* or Report** to the University through any of the following pathways:

IN RISKWARE student incident report EMAIL studentsafety@scu.edu.au EMAIL complaints@scu.edu.au ONLINE Lodge a Formal Complaint.

Additionally, IF YOU NEED SUPPORT You can contact 1800 SC HELP (1800 72 4357): For Security (press 1) or Student Support (press 3)

*Disclosure is when you don't want to make a formal report but you want to tell another person about what has happened, e.g. a tutor, counsellor, other student or family member. You can make a Disclosure yourself or another person can do so on your behalf (with your permission).

By making a Disclosure, we provide information about support and appropriate care, may put in place precautionary measures, and advise on future reporting options available.

**Report is when you want the University to take action against the perpetrator. In making a Report we provide information about support and appropriate care,, may put in place precautionary measures, and advise you about the formal investigation process. It is your decision to proceed or not.