

## FEEDBACK AND COMPLAINTS FRAMEWORK

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 and those managed by HR Services. This flowchart outlines the process for each type.

The Complaints Assistance Officer (CAO) is the first point of contact and can be contacted at Email: [complaints@scu.edu.au](mailto:complaints@scu.edu.au) for advice or information. International students in need of assistance in lodging a complaint can contact the [International Student Support](#) team for advice

