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 for advice or information. International students in need of assistance in lodging a complaint can contact the International Student Support team for advice.

FEEDBACK

INFORMAL COMPLAINT

If you are a student, you are encouraged to resolve your complaint informally and directly with the staff member responsible. You may do so at any time using the Feedback Form.

What happens next?

Your Feedback is acknowledged and directed to the relevant work unit by the CAO.

End of Process

FORMAL COMPLAINT

If you are a student, or member of the public, you may do so at any time using this Feedback Form.

What happens next?

The CAO will attempt to resolve your complaint informally.

CAO will advise outcome of informal complaint to you in writing.

If you are dissatisfied with the outcome of your informal complaint you may lodge a formal complaint with the University.

End of Process

COMPLAINTS MANAGED BY HR SERVICES

If you are a student and your informal complaint is not resolved you may make a formal complaint about the University, its Services or Staff at any time via this Formal Complaint Form.

What happens next?

The CAO will refer your formal complaint for investigation & decision.

CAO will advise outcome of formal complaint to you in writing.

End of Process

If a student is dissatisfied with the outcome of a formal complaint, you may lodge an external appeal with the NSW Ombudsman.

End of Process

If a member of the public is dissatisfied with the outcome of a formal complaint, then they may make a written request to the Vice Chancellor for internal review via email to ovc@scu.edu.au.

End of Process

STUDENT MISCONDUCT

Allegations of misbehaviour by students are defined as non-academic misconduct and assessed under the Student Academic and Non-Academic Misconduct Rules by the Pro-Vice Chancellor (Academic Quality).

The PVCAQ will review and decide on the allegation (and may refer, dismiss or determine).

The PVCAQ will advise student of the outcome in writing.

If student is dissatisfied with the outcome they may lodge appeal to Student Misconduct Appeals Committee.

The SMAC will review and decide on the Appeal (and may overturn, dismiss or determine).

If student is dissatisfied with the outcome they may lodge an external appeal with the NSW Ombudsman.

End of Process