

Purpose and Scope

This policy provides the University's principles for the management of complaints in relation to the University, a University education Agent, or related party where a response or resolution is sought, expected or legally required.

This policy applies to all types of complaints, such as student appeals, and complaints related to student integrity and employee conduct.

Policy

1. In this policy, the following terms have the following meanings:
 - 1.1. "Agent" is defined in the [Agent Procedure](#).
 - 1.2. "Person-centred" means an approach that places a person's needs and preferences at the centre of decisions made in response to a matter and affirms the person's dignity by genuinely considering their wishes and the impact that decisions may have on them, while ensuring the safety and wellbeing of the person and any others involved.
 - 1.3. "Trauma-informed" means an approach that applies the principles of safety (physical, psychological, and emotional), trust, choice, collaboration and empowerment, and aims to minimise the risk of re-traumatisation and promote recovery and healing to the greatest extent possible.
2. The complaint process will:
 - 2.1. be evidence-based and procedurally fair
 - 2.2. be consistent, transparent and timely
 - 2.3. be Trauma-informed and Person-centred
 - 2.4. be sensitive to First Nations experience and knowledges
 - 2.5. be inclusive, accessible and culturally responsive
 - 2.6. not unnecessarily impede student progression and timely course completion
 - 2.7. meet regulatory and legislative requirements
 - 2.8. encourage feedback to inform improvements.
3. Information shared in the complaint process will be confidential until the process has concluded, except where sharing information is necessary to:

- 3.1. seek professional, psychosocial or medical support
- 3.2. obtain legal advice
- 3.3. seek external review of the matter by a government body
- 3.4. comply with law, including those related to safety.
4. Action will be taken to address the underlying causes of complaints.
5. Barriers to submitting complaints will be identified and reasonable steps undertaken to minimise or remove them.
6. Roles responsible for managing or resolving a complaint, will:
 - 6.1. be at the appropriate level
 - 6.2. have appropriate knowledge.
7. Appropriate mitigations and supports will be put in place to respond to the wellbeing and safety needs of employees handling complaints and action will be taken to address underlying risks.
8. Accurate and relevant information will be provided in plain English.
9. Information about complaint processes will be advertised and publicly available.

Governance

Approval Authority	Senior Leadership Team
Owner	Vice Chancellor
Legislation mandating compliance	<u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>Higher Education Support Act 2003</u> <u>Education Services for Overseas Students Act 2000</u> and supporting legislative instruments including the <u>National Code of Practice for Providers of Education and Training to Overseas Students 2018</u> <u>National Higher Education Code to Prevent and Respond to Gender-based Violence 2025</u> <u>Disability Discrimination Act 1992</u> and supporting legislative instruments including the <u>Disability Standards for Education 2005</u> <u>Freedom of Information Act 1992</u> <u>Privacy and Responsible Information Sharing Act 2024</u> <u>Work Health and Safety Act 2020</u>
Category	Management
Related University Legislation and Policy Documents	<u>Academic Staff Probation Policy</u> <u>Animal Ethics Complaints Procedure</u> <u>Authorship Attribution and Dispute Resolution Procedure</u>

	<u>Complaints Procedure</u> <u>Conflict of Interest Policy</u> <u>Copyright Procedure</u> <u>Election Regulations</u> <u>Fraud, Corruption and Misconduct Policy</u> <u>Freedom of Speech and Academic Freedom Regulations</u> <u>Gender-based Violence Prevention and Response Policy</u> <u>Grievance Resolution Policy</u> <u>Guild Election Regulations</u> <u>Health and Safety Policy</u> <u>Human Research Ethics Policy</u> <u>Intellectual Property Regulations</u> <u>Managing Unsatisfactory Performance and Misconduct Policy</u> <u>Privacy Policy</u> <u>Psychological Safety and Wellbeing Procedure</u> <u>Public Interest Disclosure Policy</u> <u>Research Integrity Policy</u> <u>Sexual Harm Policy - Dubai</u> <u>Staff Code of Conduct</u> <u>Student Academic Integrity Policy</u> <u>Student Appeals Procedure</u> <u>Student Behavioural Integrity Policy</u> <u>Student Code of Conduct</u> <u>Student Integrity Regulations</u> <u>Support for Students Policy</u> <u>Workplace Bullying, Harassment and Discrimination Policy</u>
Date effective	27/07/2026
Review date	27/07/2029

Revision History

Approved/Amended	Date Approved	Resolution No. (if applicable)
Administrative Amendment	31/07/2026	
Approved by SLT	13/07/2026	

Administrative amendment	16/05/2023
Approved by VC	10/11/2020
Approved by VC	10/06/2020
Approved by Acting VC	20/06/2019
Administrative amendments	18/03/2019
Administrative review by University Secretary	31/07/2017
Approved	19/08/2014
Approved	18/09/2012

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