

COMPLAINT FORM

COMPLAINTS RESOLUTION UNIT

This form is intended to help you define what the problem is and tell us what you have already done to try and resolve it. It will also guide you in the types of information needed to support your complaint.

1 Your Details

| | |
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| First name: | Family name: |
| Address: | |
| Contact number: | Email address: |
| <input type="checkbox"/> Please tick this box if you are under 18 years of age* <i>* If the matter involves legal issues, we will need to include your guardian/parent.</i> | |
| <input type="checkbox"/> student (<i>student number</i>): | <input type="checkbox"/> staff (<i>staff number</i>): |
| <input type="checkbox"/> Domestic student / <input type="checkbox"/> International student | <input type="checkbox"/> community member: (<i>details</i>): |

The University will accept anonymous submissions; however our ability to consider and respond may be limited.

2 Complaint Category

| | |
|---|---|
| <input type="checkbox"/> Student Administration <i>ie Enrolment, Fees, Assessments, Exams, Progression etc.</i> | <input type="checkbox"/> Student Services |
| <input type="checkbox"/> Library <i>ie equipment, loans, fees etc.</i> | <input type="checkbox"/> Staff or Student behaviour |
| <input type="checkbox"/> IT <i>ie equipment, services, computer labs etc.</i> | <input type="checkbox"/> Security/Facilities |
| <input type="checkbox"/> Privacy | <input type="checkbox"/> Other: <i>details</i> |
| <input type="checkbox"/> Is your complaint is about a Unit? Name of Unit: | Unit Coordinator: |

3 Details of your complaint

Clearly set out the details of your complaint, including any background information, dates, times, names, location etc. Try to keep to listing the facts in the order that they happened.

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What steps have you already taken?

List any steps you have already taken, including who you have spoken to. If you have not tried to resolve the matter informally, please explain why:

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What evidence do you have to support your complaint?

List and attach any evidence you have to support your complaint and attach relevant correspondence, emails or documents. Supporting evidence can be forwarded by email, fax or post.

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Briefly state what outcome are you seeking?

Please note that the results of our investigations will be in agreement with the University's policies and procedures and Statutory obligations. The outcome you are seeking cannot be guaranteed.

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Further information:

- Your complaint will be prioritised in line with our current case load. We will communicate with you regularly about the status of your complaint.
- After submitting this form, the Complaints Resolution Unit will advise whether your complaint is eligible for management under the [Complaint Management Policy](#).
- Your complaint will be acknowledged in writing and a record of all actions will be kept in accordance with the *NSW State Records Act, 1998*.
- The information you provide to us will be treated confidentially and will not be disclosed to a third party other than for the purpose of managing your complaint or to comply with law. The Complaints Resolution Unit does not have a role to play in managing your complaint while there is another university process available to you.
- We may not be able to investigate your complaint if it is more than six months old, unless there are exceptional circumstances.
- Where your complaint is about somebody else's behaviour, the details of your complaint (including your identity) may be shared with the person you are complaining about, as well as any potential witnesses. This is so that they have opportunity to respond and present their own account.

Your Agreement:

In making this complaint I agree that:

- I have read the information about making a complaint at www.westernsydney.edu.au/complaints.
- I consent to my complaint being forwarded to any area of the University that may necessary in the management of my complaint.
- The information I have provided in this document is a true reflection of my experience and is not made for frivolous or vexatious purposes.
- I understand that complaints that are found to be intentionally misleading or made for the purposes of causing harm may result in misconduct proceedings.
- I will conduct myself appropriately, showing courtesy and respect when dealing with staff.

Signature: _____

Date: _____

Information about how complaints are managed can be found at www.westernsydney.edu.au/complaints .
You can also contact the Complaints Resolution Unit on (02) 9678 7900 if you would like some advice.

Please forward your completed form with any supporting documents by email to complaints@westernsydney.edu.au .

Please Note: The Complaints Resolution Unit is operating remotely during the pandemic. Submitting Forms by Australia Post is not recommending during this time as they will incur a delay while mail is re-directed.