



WHEN CAN I LODGE A COMPLAINT?

ACADEMIC MATTERS

Your issue might be about an assessment, course content or something to do with teaching in a subject. It could also be about academic advice or progressing in your program, including your final grade in a subject.

WHAT SHOULD I DO?

Contact the staff member who has responsibility for the type of issue you are experiencing. That could be the Subject Coordinator, Academic Advisor or the Director of Academic Program.

If you have a complaint about your final grade, you have 10 working days to lodge a Review of Grade application. If your application is not upheld you can [lodge an Appeal](#).

CAN I MAKE A COMPLAINT?

We encourage you to try and sort it out in the School before lodging a complaint. If you are unable to have your issue resolved or have good reason to think you have been treated unfairly, you may bring it to the CRU.

If you have not already tried to resolve it in the School, we will generally refer it back to them for review.

ADMINISTRATIVE MATTERS

Issues relating to course admission, enrolment, credit for prior learning, fees, disruption to studies, withdrawing from a program, conferral and graduation, and so on.

WHAT SHOULD I DO?

Student Central is the first point of contact for any administrative-type issues. They are able to provide advice and assist with lodging relevant forms. You should be aware that there are processing timeframes for most administrative processes. If the outcome is unfavourable, you may be eligible to [submit an Appeal](#).

CAN I MAKE A COMPLAINT?

If your issue is not able to be resolved by the relevant administrative area, you may be able to seek procedural review by lodging a complaint. If your issue is urgent (for example, a census date is looming or fees are due), we may be able to provide a point of escalation in some cases.

WHEN IT'S ABOUT BEHAVIOUR

It can be hard to raise issues directly with a person you feel has behaved badly toward you. Sometimes it would also be unsafe to approach a person about their behaviour.

WHAT SHOULD I DO?

If it's relatively low-level and you just want someone to know, you can provide feedback to the person or their supervisor if they are a member of staff.

CAN I MAKE A COMPLAINT?

If it's something more serious or you feel you have been badly affected or disadvantaged, you should contact the CRU for advice or lodge a complaint with our Unit. If the behaviour is of a sexual nature, you must report it to the CRU under the *Sexual Offences Policy*. You will be believed and supported.

POOR SERVICE

Issues around poor service might include someone not responding to you within a reasonable timeframe, delays in routine processes, incorrect advice or information or something that has negatively impacted your student experience.

WHAT SHOULD I DO?

If you feel comfortable, you can contact the person or relevant area directly to provide feedback on their service.

CAN I MAKE A COMPLAINT?

If it's something you don't feel comfortable raising directly or you believe some action needs to be taken, you can lodge a complaint or provide feedback through the CRU. Notifying the CRU feeds into improving services across the University.

TRANSPORT & PARKING

Complaints about parking on or around a campus, or about the University shuttle bus service should be directed to the areas responsible for those services. The University cannot review complaints about parking in residential areas and these should be directed to the relevant Local Government Area (Council).

WHAT SHOULD I DO?

For parking concerns contact parking@westernsydney.edu.au
Or for issues involving the shuttle bus, email shuttlebus@westernsydney.edu.au

CAN I MAKE A COMPLAINT?

No, concerns about parking and shuttle bus services are not able to be reviewed by the CRU. If you have a complaint about the behaviour of security staff or bus drivers, any reports will be referred to the Security Coordinator for review.