## APPENDIX 2a: COMPLAINTS MANAGEMENT PROCEDURE FOR STUDENTS

### INFORMAL RESOLUTION

The Student Complainant raises the matter that has caused their dissatisfaction with the Relevant Person / Staff Member most directly concerned in an attempt to promptly and informally resolve the matter.

#### Tools
- MQ Website – Student Complaint FAQs
- Complaint Management Procedure for Students and Member of the Public

#### Procedure

- If the Student Complainant is dissatisfied with the outcome of their direct attempts at informal resolution and further resolution is sought, the Student Complainant can engage a Student Advocacy and Support Advisor and seek supported informal resolution of their matter.

#### Responsible Officer / Participant
- Student Complainant
- Relevant Person
- Student Advocacy and Support Advisor

### INFORMAL RESOLUTION WITH SUPPORT

If the Student Complainant is dissatisfied with the outcome of their direct attempts at informal resolution and further resolution is sought, the Student Complainant can engage a Student Advocacy and Support Advisor and seek supported informal resolution of their matter.

#### Tools
- MQ Website – Student Complaint FAQs
- Complaint Management Procedure for Students and Member of the Public

#### Procedure

- If the Student Complainant is dissatisfied with the outcome of their direct attempts at informal resolution and further resolution is sought, the Student Complainant can engage a Student Advocacy and Support Advisor and seek supported informal resolution of their matter.

#### Responsible Officer / Participant
- Student Complainant
- Relevant Person
- Student Advocacy and Support Advisor

### FORMAL RESOLUTION

A University Decision-Maker will first assess the Formal Complaint. In particular, whether the matter:
1. may be capable of further attempts at informal resolution or
2. is better handled under an alternate University process.

#### Tools
- MQ Website – Student Complaint FAQs
- Complaint Management Procedure for Students and Member of the Public

#### Procedure

- If the Student Complainant remains dissatisfied with the outcome of their Formal Complaint and further resolution is sought, the MQ Student Ombudsman may make a Request for Assistance to the MQ Student Ombudsman.

#### Responsible Officer / Participant
- Student Complainant
- Relevant Person
- Student Advocacy and Support Advisor
- MQ Student Ombudsman

### INTERNAL REVIEW

If the Student Complainant is dissatisfied with the outcome and further resolution is sought, the Student Complainant may refer their Complaint to a Relevant External Agency.

#### Tools
- MQ Website – Student Complaint FAQs
- Complaint Management Procedure for Students and Member of the Public

#### Procedure

- If the Student Complainant is dissatisfied with the outcome and further resolution is sought, the Student Complainant may refer their Complaint to a Relevant External Agency.

#### Responsible Officer / Participant
- Student Complainant
- Relevant Person
- Student Advocacy and Support Advisor
- MQ Student Ombudsman
- Relevant External Agency

---

*There are times when the Complainant may feel uncomfortable about approaching the member of Staff or Relevant Person most directly concerned, particularly if the Complaint is serious or involves that particular member of Staff or Relevant Person. In such a situation the Complainant may directly escalate their Complaint to a Formal Complaint. Should the matter involve allegations of sexual misconduct (i.e. sexual assault, sexual harassment) you are also encouraged to access the dedicated support services and reporting avenues available at www.mq.edu.au/respect.*