APPENDIX 2a: COMPLAINTS MANAGEMENT PROCEDURE FOR STUDENTS

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

**Procedure**
- 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 #
  - Informally Resolved?
    - Yes: Complaint resolved
    - No: Student Complainant

- 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
  - Informally Resolved with support?
    - Yes: Complaint resolved
    - No: Student Complainant

- If the Student Complainant is dissatisfied with the outcome of their attempts at informal resolution and further resolution is sought, the Student Complainant may escalate their unresolved matter by submitting a Formal Complaint Form to the Registrar
  - Satisfied with the outcome of the Formal Complaint?
    - Yes: Complaint resolved
    - No: Student Complainant

- 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

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# 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.

11 December 2018 - Flowchart amended to remove reference to Macquarie University Student Ombudsman