

Student Complaint Procedure

Version	Approved by	Approval date	Effective date	Next full review
3.7	Director of Governance	25 February 2021	25 February 2021	August 2017

Procedure Statement

Purpose	To describe the complaint procedure for enrolled UNSW students.
Scope	<p>This procedure applies to the following in respect of complaints made less than twelve months after the event giving rise to the complaint:</p> <ul style="list-style-type: none"> x all enrolled students and their activities undertaken within or with members of the UNSW Community. x former students, students not currently enrolled and students previously enrolled, where the event forming the basis of the complaint occurred while they were a member of the UNSW Community. x the University and its staff. <p>This procedure does not apply to the following types of complaint:</p> <ul style="list-style-type: none"> x Complaints about research activities and outputs, including authorship, intellectual property and research misconduct (please refer to the UNSW Research Code of Conduct and other relevant UNSW Codes and Procedures, which are listed at https://www.gs.unsw.edu.au/policy/findapolicy/policylist.html) x Reviews of academic decisions related to the thesis examination or other academic decisions for postgraduate research candidates (Students should seek advice from the Graduate Research School) x Complaints about any decision for which UNSW Procedures provide an internal process for students to appeal the decision. Students should follow the appeal process detailed in the relevant Procedure. Once an appeal has been considered by the office-bearer, committee or entity specified in the relevant Procedure, the University does not provide any further internal avenues of complaint or appeal. For example, decisions about re-enrolment following suspension or exclusion on the grounds of academic performance are specifically excluded, as these are considered by the Re-enrolment Appeals Committee x Complaints about the behaviour of UNSW staff (academic and/or professional) which are legally required to be managed in accordance with relevant employment and/or enterprise agreements and associated UNSW staff policies and procedures.
Outside of Scope	<p>The University retains the discretion to investigate and determine complaints that are outside the Scope of this Procedure, where the allegations are serious and have or may impact upon the UNSW Community or reputation.</p> <p>Where the matter is outside of scope of this Procedure, appropriate corrective action, reasonable directions, support services and referrals may be issued as appropriate by UNSW.</p>

Are Local Documents on this subject permitted?

Yes, however Local Documents must

