Guide to the Complaint Management Procedure

The University is committed to continuous improvement and maintaining a safe and harmonious environment, and the University welcomes your contribution to this process. Students who experience concern or dissatisfaction about any university-related matter which is not otherwise covered by an existing review, appeal or reporting procedure, can seek a resolution through the Complaint Management Procedure.


COMPLAINT MANAGEMENT PROCEDURE FOR STUDENTS

Essentially, the CMP outlines three levels of complaint resolution:

- **Level 1. Informal / local level resolution** with direct engagement of the MQ area or person most directly concerned, with support as necessary
- **Level 2. Formal Resolution** (and investigation) based upon an accepted formal complaint
- **Level 3. External Review** as required and actioned by the complainant

The University encourages informal / local resolution (level 1) where possible.

Further information and Frequently Asked Questions in relation to Complaint Handling and Resolution are available on the Student Complaints Website at http://www.mq.edu.au/about/about-the-university/governance/complaints-management

PREPARING YOUR COMPLAINT

There are no strict rules for writing a complaint, however below you will find a rough guide for content and structure to help you to draft for your informal or formal complaint letter or email.

- Briefly describe your complaint;
- Have you taken any action to resolve your complaint?
- Describe your complaint in more detail (who, what, when, where);
- Provide the nature of and basis for the complaint and identify any supporting material (to be attached);
- What impact has this matter had on you?
- What kinds of wellbeing/welfare or other relevant support (if any) have you sought in relation to this?
- Is there any other information you would like to include?
- What outcome/s are you seeking?
If you would like feedback on a draft complaint, please contact Student Advocacy and Support: https://it-mqu.formstack.com/forms/studentadvocacyrequestforhelp

SUBMISSION OF YOUR COMPLAINT

How to submit
An informal/local level complaint should be submitted to the person who is most able to affect change. Generally, this is a staff member who is involved in the area of concern, or their immediate supervisor/manager. If you are unsure who to submit your informal complaint to, please contact Student Advocacy and Support: https://it-mqu.formstack.com/forms/studentadvocacyrequestforhelp

There are times when you may feel uncomfortable about approaching a member of staff, particularly if the complaint is serious or involves that particular staff member. In such situation you may like to consider speaking with Student Advocacy, or directly escalating your complaint to a Formal Complaint. You will find the Formal Complaint Form online here: https://secure.mq.edu.au/forms/view.php?id=73019

Timeframe
Most cases are able to be resolved successfully at the informal/local level resolution. An issue should be raised without delay.

If your case is escalated to a Formal Resolution, you must submit the Formal Complaint Form within 12 months of the issue arising.

SUPPORT AVAILABLE

Student Advocacy and Support
9850 6410 advocacy@mq.edu.au
Level 2, 18 Wally’s Walk
Student Advocacy is available to assist you through the complaint process. They can provide feedback on a draft complaint, assist with submission to the most appropriate person, and answer any questions which arise. To access this support, visit Request for Help – Student Advocacy and Support Services: https://it-mqu.formstack.com/forms/studentadvocacyrequestforhelp

Counselling Services
9850 7497 wellbeing@mq.edu.au
AHH, Ground Floor, 16 University Avenue
Engaging in a complaints process can be emotionally strenuous. It is important to acknowledge this, exercise self-care strategies, and to seek support if you need it. If you need support with your overall mental health and wellbeing during this time you may like to get in touch with the Counselling Services.

RESOURCES

Student Advocacy & Support
Macquarie University NSW 2109
Australia
T: +61 (2) 9850 6410
E: advocacy@mq.edu.au