



## Student Complaints and Appeals



On this page you will find information to assist you to pursue a complaint about your student experience.

### **Can complaints be anonymous?**

Yes, complaints can be made anonymously.

### **What is a complaint?**

A complaint is any type of problem, concern or grievance about your studies, student life, the University or the University environment. Basically, anything which negatively affects your studies or experience at University can be raised as a complaint.

### **Before you make a complaint**

Talk to someone about your concerns and familiarise yourself with the policy and procedure that relate to your concerns as well as the Student Complaint Procedure. The following resources can help you to decide how to address your concerns:

- **Educational Support Advisors** are available to discuss concerns and may be able to help you sort them out

without lodging a complaint.

- The **Student Advocate at Arc@UNSW**
- The Student Conduct and Integrity Unit can provide information about the complaint process. Phone (02) 9385 8515 or email [studentcomplaints@unsw.edu.au](mailto:studentcomplaints@unsw.edu.au)

## **The complaints process explained**

Here you will find an overview of the complaints process.

## **Tips for making a complaint**

Find out how to make your complaint count.

## **Submit your complaint**

Find out how you can submit your complaint.

## **Contacts for advice**

Discover contacts that can help you with your complaint.

## **Policies and resources**

In this section you will find policy documents relating to complaints and some useful links.

### **Student Complaints and Appeals**

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<https://student.unsw.edu.au/complaint>