Contacts for advice with complaints

Here you can discover contacts that can help you with your complaint.

**Student Conduct and Integrity Unit**

The Student Conduct and Integrity Unit can provide information on the complaints process.

Phone: (02) 9385 8515

Email: [studentcomplaints@unsw.edu.au](mailto:studentcomplaints@unsw.edu.au)

**Sexual misconduct**

Any information you may have regarding sexual misconduct can be reported by any of the below mechanisms:

- direct submission via the [online reporting portal](https://www.unsw.edu.au/student-conduct-integrity/online-reporting-portal)
- report to [UNSW Security Personnel](https://www.unsw.edu.au/security)
- lodgement of a [Student Complaint](https://www.unsw.edu.au/student-conduct-integrity/student-complaints) to the Student Conduct and Integrity Unit
- disclosure to [UNSW Counselling](https://www.unsw.edu.au/counselling) or [UNSW Health Services](https://www.unsw.edu.au/health-services)
- disclosure to a [First Responder](https://www.unsw.edu.au/first-responders) or
- disclosure to any staff member of UNSW.

**Educational Support Advisor**

Educational Support Advisors are available to provide support in making a complaint, particularly at the informal level.

**Student Advocate**

For independent advice and advocacy, you can contact: [Student Advocate at Arc@UNSW](mailto:studentadvocate@unsw.edu.au)

**Grades or class difficulties**

If you have a complaint about a mark or an overall grade, an event in class or difficulty in your program, talk to the lecturer, tutor, coordinator or technical officer. If you don’t feel comfortable approaching the person directly, you should seek the advice of the School Grievance Officer or Head of School.

**Administrative matters**

For a course-related complaint talk to your tutor, your lecturer or the course coordinator. Alternatively, you could seek advice from your School Grievance Officer or Head of School.

**Postgraduate research students**

The [Graduate Research School](https://www.unsw.edu.au/research) is the central administrative and support unit for all higher degree research students and their supervisors at UNSW. For more info contact:
Personal matters

Counselling and Psychological Services [CAPS] offers individual counselling and support in helping students to find their way at university.

Personal safety

If you are facing an immediate threat to your safety, contact Campus Security.

See next

- Policies and resources