In this section you will find policy documents relating to complaints, contacts for outside agencies and some useful links.

**UNSW's complaint handling and related policies**

These two documents provide a framework for the resolution of complaints from UNSW students:

- Student Code Policy and
- Student Complaint Procedure

For definitions of bullying see:

- University's Workplace Bullying Policy

For definitions of harassment, sexual harassment, victimisation or vilification see:

- Equity, Diversity and Inclusion Policy

**External agencies**

NSW Ombudsman
Level 24, 580 George Street, Sydney, 2000
Ph: 9286 1000

Anti-Discrimination Board of NSW
Level 17, 201 Elizabeth Street, Sydney 2000
Ph: 9268 5544

Australian Human Rights Commission
Ph: 1300 369 711
Web: [www.humanrights.gov.au](http://www.humanrights.gov.au)

**Useful links**

- Policy@UNSW
- Student Code Policy
- Special Consideration – Illness and Misadventure
- Assessment Policy
- Academic Standing Rules

**See next**

- Student complaint and appeals home page