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](#)