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**