Your complaint should be lodged via the Student Complaints Form. Your complaint can be made anonymously through the Student Complaints Form.

If you have difficulties using this form, please email studentcomplaints@unsw.edu.au.

You can use this form to submit your complaint. Your written complaint should contain sufficient information for it to be investigated and all relevant information should be lodged at the time of submitting your complaint.

Local Complaint Process

Complaints can be raised with the staff member/s most directly involved with, or responsible for, your complaint. In many instances, this is the quickest way to obtain a response to your concerns. Check out our Tips for Making your stage 1 complaint count.