Stage 1 – Local resolution
The best resolution of a complaint is near to its source.

- Complaint not resolved
- Local resolution not appropriate

Stage 2 – Central resolution
This is a formal process to be used where your complaint wasn’t resolved at stage 1 or where your complaint is serious and/or complex.

- Complaint not resolved

Stage 3 - Appeal
An appeal in respect of a decision following a Stage 2 process may only be lodged on the grounds of a lack of procedural fairness in the investigation process. Appeals should be lodged with the Pro-Vice-Chancellor (Students). The PVC(S) will convene a Student Complaint Appeal Committee.

- Complaint not resolved

An appellant dissatisfied with the outcome of the appeal may seek external review, for example by an agency such as the NSW Ombudsman.

Complaint resolved
End of process