Appendix H.4  Summary Complaint Procedure

**Student Timeline**

1. **Student experiences dissatisfaction**

2. Seek informal resolution from member of staff

   - Resolved? **YES**
     - No further action required
   - Resolved? **NO**
   
3. Write complaint to Faculty or Department manager

   - Resolved? **YES**
     - No further action required
   - Resolved? **NO**

4. Formal complaint to Nominated Officer

   - Resolved? **YES**
     - No further action required
   - Resolved? **NO**

5. Request for Review

   - Review granted? **YES**
     - Resolved? **YES**
     - No further action required
     - Resolved? **NO**
     - Review granted? **NO**
     - Receive Completion of Procedures Letter

   - Review granted? **NO**
     - Complaint to the OIA

**Complaints Procedure**

- **40 calendar days to submit a written complaint**
- **15 calendar days to submit formal complaint**
- **10 calendar days to request a review**
- **12 months to submit an OIA complaint**

**Staff Timeline**

- **20 calendar days to write a written response**
- **50 calendar days to respond to a formal complaint**
- **10 calendar days to consider a request for review**
- **15 calendar days to form a review panel**
- **5 calendar days to provide outcome**

- **10 calendar days to form a review panel**
- **15 calendar days to provide outcome**