

This approach is used where it is appropriate to resolve a concern informally and directly.

When individuals raise a concern they wish to have resolved. Generally: a single issue, not serious or urgent and likely immediately resolvable.

(eg: minor interpersonal, workplace or classroom concerns, authorship grievances or teaching issues)

Where UNSW assists both parties to reach a well-considered and mutually acceptable outcome.

When individuals have unresolved disagreements, straightforward issues or matters that are less serious or less complex.

(eg: role-specific or interpersonal issues, application of policies and procedures, assessment concerns and research administration errors)

Some complaints should be managed centrally by, or with the help of, a specialist.

(eg: serious allegations such as bullying, discrimination, gendered violence,

This diagram shows the options available for handling a complaint.

- The resolution streams are not necessarily sequential.
- Where you enter the process depends on the seriousness and complexity of the complaint, and whether handling it at a local level has been successful.
- Following assessment, the handling of the complaint may move across streams.
- Moving to a Review stream depends on a complainant or respondent's satisfaction with the process.

Support & advice is available to assist with raising and responding to a complaint, and with requesting a review.