


# HOW TO LODGE A STUDENT COMPLAINT

 **We'd highly recommend seeking informal resolutions before lodging a formal complaint.**

**1. Initially, try to...**  
Resolve the concern informally. E.g., Talk to those directly involved.



**2. If not resolved...**  
Make a formal complaint within 12 months from the event. [Click here](#) to lodge a complaint.



### 3. Types of complaints

- Informal
- Formal
- Cohort
- Anonymous



### 4. Unhappy with the result?

Review the decision **within 10 days** of the outcome letter. [Click here](#) for the form.



#### TIMEFRAMES

- You will receive written acknowledgement of the complaint **within 10 working days** after lodgement.
- You will receive written advise concerning the outcome of the complaint **within 20 working days** after lodgement.

#### POSSIBLE OUTCOMES (NOT LIMITED TO)

- Receive an apology.
- Correcting an error in relation to the student or the student's record.
- Having a decision made.
- Improving existing services and processes.