



Definitions

Bullying: any repeated unreasonable behaviour that causes a risk to the health or safety of another person.

Complaint: a properly lodged expression of dissatisfaction requiring formal resolution.

Concern: an expression of dissatisfaction by a student that can be resolved directly with the person or area involved without the need for formal action.

Vexatious complaint: a complaint that lacks substance and has been intentionally fabricated.

Deakin University recognises that a student has the right to make a complaint.

- s.6 The University retains the right and the power to decline to investigate a complaint, particularly where another process is more appropriate or where there is insufficient nexus with the University.
- s.7 Where applicable, the student may make a Protected Disclosure about the conduct of the University or a University employee or contractor, directly to the Independent Broad-based Anti-corruption Commission (IBAC).

What is the scope of student concerns and complaints?

Student Complaints Resolution Policy

This policy was approved by the Vice-Chancellor on 12 November 2012 and incorporates all amendments to 27 October 2014.

SCOPE

This applies to concerns and complaints by current, former or prospective students in relation to:

- a. services, processes and actions as well as academic or administrative decisions of the University or of any entity operating on behalf of the University, or
- b. the conduct of a member of staff, another student or other person associated with the University (including unfair or unreasonable behaviour, bullying, discrimination, harassment, sexual harassment, vilification and victimisation).

Matters covered by another University policy (including reviews of grades and special consideration) are dealt with in accordance with that policy.

Deakin University Student Association Inc.

Registered Office, Deakin University 221 Burwood Highway, Burwood, VIC 3125
A.B.N 95 022 653 791 | Reg. No. A0040625Y



How do I make a complaint?

You are encouraged first to raise your concerns directly with the person or area involved. Your concerns may be able to be resolved without the need for a formal complaint. If you are not satisfied with the outcome, or you don't feel comfortable raising the matter informally, you can submit a formal complaint.

A *Deakin University Student Complaint form* (available on Deakin website) needs to be completed and emailed to studentcomplaints@deakin.edu.au

Before you complete this form, visit the Student Concerns and Complaints information page (home/current students/student concerns and complaints). This site provided information re the policies. Procedures and contact details of people who can assist you- including Designated Complaints Officers in each faculty and a network of Harassment and Discrimination Officers and Equity and Diversity contacts.

How can DUSA Advocates assist?

A DUSA Advocate can assist you to understand the complaints process and provide advice about what information and documentation you should include, if you decide to submit a formal complaint to the University. Advocates are also able to accompany students to any meetings with the university re this matter.

Please note: Advocates experience very busy periods of work, especially at the end of each trimester, so it is important that you book an appointment as early as possible.

All campuses	Phone: 1300 555 528 Email: dusa-advocacy@deakin.edu.au Web: http://dusa.org.au
Melbourne	Building H , Deakin University, 221 Burwood Highway, Burwood, Vic 3125 Phone: 03 9244 6356
Waterfront	Level 1 , Deakin University, 1 Gheringhap Street, Geelong, Vic 3217 Phone: 03 5227 8033
Waurnd Ponds	JB Building , Level 1, Deakin University, Pigdons Road, Geelong, Vic 3217 Phone: 03 5227 3322
Warrnambool	Building H2-3 , Deakin University, Princes Highway, Warrnambool, Vic 3280 Phone: 1300 555 528

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