



## EXTERNAL AGENCIES CONTACT DETAILS

At any time you may take your complaint to an external agency.

### **The NSW Ombudsman**

[www.nswombudsman.nsw.gov.au/complaints/index.html](http://www.nswombudsman.nsw.gov.au/complaints/index.html)

### **The Anti-Discrimination Board**

[www.lawlink.nsw.gov.au/lawlink/adb/ll\\_adb.nsf/pages/adb\\_index](http://www.lawlink.nsw.gov.au/lawlink/adb/ll_adb.nsf/pages/adb_index)

### **Workcover**

[www.workcover.nsw.gov.au/default](http://www.workcover.nsw.gov.au/default)

### **The Independent Commission Against Corruption**

[www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)

If you have lodged a complaint with the University, and then decided to go to an external agency, the University will probably stop investigating your complaint while it is with the external agency.

## COMPLAINTS MANAGEMENT CONTACT DETAILS:

### **University Complaints Manager**

T: (02) 4921 8633

E: [Kim.Foster@newcastle.edu.au](mailto:Kim.Foster@newcastle.edu.au) or  
[complaints@newcastle.edu.au](mailto:complaints@newcastle.edu.au)

### **Complaint Officers**

[www.newcastle.edu.au/services/complaints/contacts.html](http://www.newcastle.edu.au/services/complaints/contacts.html)

### **Dean of Students**

T: (02) 4921 5806

E: [Dean-of-Students@newcastle.edu.au](mailto:Dean-of-Students@newcastle.edu.au)

### **Equity and Diversity Unit**

T: (02) 4921 6547

E: [equityanddiversity@newcastle.edu.au](mailto:equityanddiversity@newcastle.edu.au)

### **NUSA**

T: (02) 4921 6006

E: [nusa@newcastle.edu.au](mailto:nusa@newcastle.edu.au)

### **NUPSA**

T: (02) 4921 8894

E: [nupsa@newcastle.edu.au](mailto:nupsa@newcastle.edu.au)

### **Campus Central**

T: (02) 4348 4260

E: [campuscentral@newcastle.edu.au](mailto:campuscentral@newcastle.edu.au)

# COMPLAINTS MANAGEMENT



## WHAT IS COMPLAINTS MANAGEMENT?

The University of Newcastle wants to make sure that staff and students have a safe, positive and harmonious work and learning environment.

To achieve this we need to know about things which may be bothering you – things which you want to or may need to complain about.

If we know about your complaint then we will take steps that may be able to fix the problem that has led to your complaint.

To do this a single system has been put in place to deal with all types of complaints, managed by the University Complaints Manager, who is assisted by Complaints Officers across the University.

## WHAT IS A COMPLAINT?

Complaints can range from minor matters such as problems with access to facilities to more major matters concerning unfair, unjust or unreasonable behaviour.

Complaints can be informal or formal.

### **Informal complaints**

Many complaints can be resolved informally by both sides taking time to talk to each other and explain their positions. A Complaints Officer can help you with an informal complaint.

### **Formal complaints**

Sometimes a complaint can't be resolved easily and you will need to make a formal complaint.

A formal complaint should be in writing and sent to the University Complaints Manager.

## TIME LIMIT FOR MAKING COMPLAINTS

Usually you should make your complaint within 12 months of the event or problem occurring. If the complaint is more than 12 months old, contact the University Complaints Manager.

## CONFIDENTIALITY

The University will seek to maintain the confidentiality of everyone involved in the complaint. However, sometimes we might receive information that must be reported. We will let you know in those cases.

## PROTECTION AND FAIRNESS

If you are involved in a complaint the University will protect you from retaliation and victimisation. If you are worried about retaliation you should advise the University Complaints Manager.

## WHO CAN HELP YOU?

If you have a complaint, if you are the subject of a complaint, or you would like some advice about complaints you should contact:

- the University Complaints Manager
- a Complaints Officer
- the Dean of Students
- NUSA or NUPSA
- Campus Central (Ourimbah) or
- Equity and Diversity.

Contact details are on the back of this brochure.

The University policy is also available at:

**<http://www.newcastle.edu.au/policylibrary/000745.html>**