

Student Complaints and Grievances Online

Addressing student complaints is an important part of the University's commitment to continuous review and improvement. To facilitate student feedback of this kind, student complaints and grievances may now be submitted online through the Provost Division website <http://www.provost.unimelb.edu.au/feedback>.

Independent advice

The procedure for submitting a formal complaint or grievance can be complex and students are strongly encouraged to contact an independent student advocate for advice and guidance. A student advocate will be able to confidentially discuss your situation with you, provide advice on the likelihood of the success of any application, and help you prepare the application itself. It is critical that you seek advice from an independent person who knows the processes, and is aware of potential outcomes. This will help you:

- clarify the details of the matter (including the events that occurred)
- establish the basis for the complaint or grievance
- discuss and consider what (if any) remedy has been sought already
- consider whether the complaint or grievance is reasonable
- identify the most appropriate process under which the matter should be resolved

Where to seek advice

Student advocates are located in University of Melbourne Student Union and the Graduate Student Association:

- All students (undergraduate and graduate) - University of Melbourne Student Union Advocacy Service (<http://union.unimelb.edu.au/advocacy>)
- Graduate students may also contact the GSA - Graduate Student Association Advocacy Service (<http://www.gsa.unimelb.edu.au/advice/>)

You may also seek advice from a student adviser, an appropriate academic staff member or staff from the central support services of the University.