



## Informal Complaint Procedure

Complaint is in regard to a service or learning opportunities provided by the Faculty of Education


Gather any evidence to support your complaint




Approach your Tutor or another member of staff with your complaint using the Informal Complaints Form. You can also channel a complaint through the Student Representative.




The nominated senior manager may meet with you to discuss the complaint and your expectations. They may advise you of an alternative process better suited to resolve the issue.



A senior manager will facilitate the resolution of the informal complaint.



The senior manager will issue you a letter, informing you of the outcome of their investigation and the resolution to your complaint.



If you are not satisfied that the outcome of the informal investigation has resolved your complaint, you may submit a Formal Grievance and/or Academic Appeal as appropriate.