

SQU Feedback and Complaints Handling Processes

Complaint received via online form or letter

Assessed as complaint or referral

Complaint

Referral

Recorded with details of timeframes, progression and resolution indicator

Refer complainant to

Policy-if covered under appeal process

Other UNE business area where appropriate

If needed, more info requested.

Complaint acknowledged within 24 hrs. Expected resolution time provided. Complainant later notified if this is to be exceeded.

Investigation commenced

Investigation outcome documented

Investigation outcome advice including avenues of appeal where appropriate sent to complainant

Any business recommendations made as a result of investigation sent to appropriate business unit

Feedback received via online form or letter

Acknowledged within 24 hrs

Appropriate Business Unit/School advised

Compliment

Suggestion

Advise Supervisor/Manager

Advise Supervisor/Manager

Included in SQU report