

The Checklist

When making a complaint please don't forget the following:

- Submit your complaint in writing using the Web Form.

You can either submit this over the web, print it and fax it to us or simply post to us. See the [Contact Us](#) page for more details.

- Provide correct contact details.

The Service Quality Unit will contact you at certain stages mostly by email unless you specify a different preferred mode of contact. If this other mode is post we ask for a phone number so that we can contact you as quickly as possible to advise updates and decisions.

- Provide telephone contact details.

Even if your preferred mode of contact is email we ask for a telephone contact number and **best time to call**. Providing us with correct details will aid us in resolving your complaint faster.

- Provide the name of the Manager in the Student Centre or other Business area that your complaint was referred to in the first instance.

The Service Quality Unit asks that all complaints first be directed to the manager before coming to us. We may not investigate until the complaint has initially been directed to the appropriate area.

- Provide your student number.

Your student number is your unique identification at UNE, it allows us to find your records faster and in the case of a surname such as Smith not get the wrong person. If you not yet a student of UNE, please leave this field blank on the form.

- Provide as many details as possible but please refrain from using emotive language to ensure a mutually respectful interaction.

We understand that your complaint or grievance may be making you very angry. However, complaints submitted with a lot of emotion make it difficult for us to follow the facts. Please be aware that we take all complaints seriously and investigate to the fullest extent. Where necessary we take steps to prevent problems occurring in the future.

- Provide as many facts as possible.

Names and dates are all very useful in investigating your complaint. However, if you are unsure of a specific date please also indicate an approximate date and that it is only an estimate. This will speed up the process to provide a resolution.