

The Service Quality Unit (SQU) Complaints Process

- After submission your complaint will be acknowledged within a standard working day of receipt and you will either be advised of referral details or allocated an SQU reference number and time frame for the investigation. (NB: A late Friday or weekend submission will usually result in a Monday acknowledgement).
- If for any reason The Service Quality Unit cannot meet the deadline we will advise a new deadline and a reason for delay. Some complaints can involve lengthy investigations over weeks at a time, while others can be solved in only a matter of days. While we appreciate your desire for resolution please be patient where outcome provision is unavoidably protracted. In these instances the SQU will advise when the next update is due to ensure that you are kept up to date with progress.
- At any time throughout the investigation process you can contact us through the 'My History' tab in AskUNE. Please **do not create a new incident** unless you are submitting a completely new complaint as this may cause considerable delay in the resolution of your concern.
- When a complaint is submitted to the Service Quality Unit you should be aware that in order to investigate the issue, details will have to be supplied to the business unit/s involved to enable resolution.
- Requests for anonymous complaint investigation will be assessed on an individual basis. It is often impossible to investigate complaints without disclosure of identifying information.
- After the investigation has been concluded the SQU will notify you of the outcome via the email address through which the complaint was lodged. Any avenues of review will be outlined where appropriate.
- Under the Student Complaint Handling and Resolution policy [://www.une.edu.au/policies/pdf/student-complaint-handling-and-resolution-policy.pdf](http://www.une.edu.au/policies/pdf/student-complaint-handling-and-resolution-policy.pdf) complaints submitted in good faith will be addressed without incurring retribution of any kind.
- The SQU takes all complaints seriously and investigates to the fullest extent. Where necessary we take steps to prevent problems occurring in the future.