

The Complaints Process as conducted by The Service Quality Unit

Please keep a copy for your records.

- After submitting your complaint form you will be acknowledged by email (or preferred contact method) within a standard working day of the unit receiving your form. This advice will outline a reference number and time frame for the investigation. (Note: A late Friday submission will, in most cases, result in a Monday acknowledgement email/ other contact type)
- Any additional information needed to undertake the investigation will be requested prior to the allocation of reference number.
- If for any reason The Service Quality Unit cannot meet the deadline we will advise a new deadline and a reason for delay. (Note: Some complaints can involve lengthy investigations over weeks at a time, while others can be solved in only a matter of days.) In these instances the Officer will notify of when the next update is due.
- After the investigation has been concluded the Manager of the Service Quality Unit will notify you in writing of the outcome. Any avenues of appeal will be outlined where necessary.
- At any time throughout this process you can contact the Service Quality Unit by email servicequality@une.edu.au, fax +61 2 6773 3763 or post to Service Quality Unit, Counselling and Careers Building, University of New England Armidale NSW 2351.