

Complaints + Formal Grievances

What should I do if I think I have
been treated unfairly by a Monash
process or staff member?

*We can support you through
this process and assist you in
identifying your options.*



STUDENT
RIGHTS+
SUPPORT

Complaints + Formal Grievances

What Is A Grievance?

If you think that you have been treated unfairly by Monash University you are able to take the issue further as a complaint.

Student Rights + Support are available to assist you in identifying your options throughout this process.

What To Do.

Informal Resolution: You should raise your concern with a Monash staff member directly. Most issues are best and most easily resolved this way. Student Rights + Support can assist you if you:

- Find speaking with Monash staff about your issue difficult
- Want support in how to discuss the problem
- Are not sure of appropriate Monash staff to approach

If there is no resolution, you can contact the Chief examiner/Unit Leader/Head of School (whichever is appropriate).

Formal Resolution: If your complaint is not resolved informally, you can lodge a formal written grievance with your faculty. Your faculty has Grievance Officers who are to consider your concerns without bias. Student Rights + Support can support you in how to write a formal written grievance.

Once you submit a formal grievance, you should be emailed a grievance receipt within 5 working days of lodgement.

What To Put Into Your Grievance?

Written grievances should be a factual statement of events, stating dates wherever possible. Avoid focusing on your feelings and interpretations.

Things to consider including:

- What you have done so far to resolve your concern
- What is the relevant university policy, guidelines or rules that apply to your situation
- What the issues are for you
- What has been the impact for you
- What you are seeking to achieve

Where reasonable, you should provide copies of relevant documents and correspondence.

If your grievance is not resolved at faculty level, you can take it to the University Ombudsman and finally to the State Ombudsman.

For Further Questions And Advice:

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