

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 complaint?

An informal statement (verbal or written) in which you express your dissatisfaction with a particular situation.

What is a grievance?

A formal written statement of a complaint.

How do I make a complaint?

Informal Resolution

You can raise your concern with a Monash staff member directly. Most issues can be easily resolved this way.

Formal Resolution

If your complaint is not resolved informally, you can lodge a formal written grievance with your faculty.

Contact Student Rights + Support for advice.

What should your grievance include?

Written grievances should include:

- a chronological and factual statement of events
- what you have done so far to resolve your concern
- the relevant university policy, guidelines or rules that apply to your situation
- the impact on your studies and wellbeing
- your desired outcome

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:

MONSU Caulfield Student Rights + Support

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