Complaint

University of Southern Queensland

1 Definition

A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

2 References

Australian/New Zealand Standard AS/NZS 10002:2014, *Guidelines for complaint management in organisations* (as amended)

3 Definition Information

Approved Date	21/6/2019
Effective Date	1/7/2019
Record No	15/490PL

Failure to comply with this Policy or Policy Instrument may be considered as misconduct and the provisions of the relevant Policy or Procedure applied. A hard copy of this electronic document is uncontrolled and may not be current as UniSQ the University regularly reviews and updates its Policies and Policy Instruments. The latest controlled version can be found in the UniSQ’s Policy and Procedure Library.