

Complaint

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 |