



## COMPLAINTS AND FEEDBACK PROCEDURE

Endorsing Policy	Student Grievance Management Policy
Procedure Owner	University Registrar
Contact Officer	Manager, Complaints and Student Misconduct
Approval Authority	University Registrar
Date of Next Review	December 2027

### 1. PURPOSE AND OBJECTIVES

This Procedure articulates Bond University's [Complaint](#) and [Feedback](#) processes, with the aim of facilitating [Resolution](#) at the most appropriate level and at the earliest opportunity. The Procedure is linked to the Student Grievance Management Policy.

Bond University is committed to the provision of quality services to the [Bond Community](#) and to demonstrating civic leadership. The University welcomes Feedback as a method to identify best practice as well as opportunities for growth and development. Similarly, through the active management of Complaints, Bond identifies inconsistencies between stakeholder expectations and the standard of service provided by the University, its education agents, or any related party with whom the University has an arrangement to deliver a student's program or related services. This information can be used to instigate preventative strategies to reduce recurrence and to undertake targeted continuous improvement.

Accordingly, in compliance with all relevant national regulatory requirements and standards, this Procedure:

- outlines the steps involved in providing Feedback or making a Complaint;
- explains the processes for managing Complaints in an equitable and timely manner; and
- describes the expectations and responsibilities of parties engaged in the University's [Complaints Process](#).

### 2. AUDIENCE AND APPLICATION

This Procedure applies to all members of the Bond Community and the wider public, including prospective students, former students and students who are on a leave of absence from Bond University, except in respect of matters outside the University's remit including Complaints involving the Bond University Student Association (BUSA).

Complaints submitted on behalf of a member of the Bond Community cannot generally be progressed without the written agreement of the person on whose behalf the complaint has been submitted.

Complaints about staff, students and other members of the Bond Community acting in a private context or capacity do not fall within the scope of this Procedure, except where Bond University has a legal obligation to respond to the complaint or University policy provides otherwise.

Bond University adheres to the 'no wrong door' principle of Complaint management and Complaints that are outside the University's areas of responsibility will be addressed by referring a [Complainant](#) to the relevant Complaint pathway.

#### 2.1 Time Limits

- 2.1.1** A person must take all reasonable steps to register their Complaint, concerning a particular decision, act or omission of the University, with the University within 12 months of its occurrence.
- 2.1.2** Time limits for lodging a Complaint do not apply where there is an obligation placed on the University to report or deal with the subject matter of the Complaint once the University becomes aware of it.
- 2.1.3** In all other cases, Complaints made outside of the above referral period may be accepted by the Office of Integrity provided a compelling case is advanced by the Complainant as to the magnitude of the Complaint and the reason for the delay.
- 2.1.4** The Office of Integrity will notify the Complainant in writing of its decision to accept or not accept a Complaint outside of the above referral period.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
University Council	<ul style="list-style-type: none"> <li>Receives and reviews biannual reports of de-identified Complaints data</li> </ul>
University Registrar	<ul style="list-style-type: none"> <li>Reviews Complaint outcome</li> <li>Determines the correct or intended interpretation and scope of this Procedure</li> <li>Decides matters where an issue is not clearly dealt with in this Procedure</li> <li>May deem a Complainant's conduct to be unreasonable</li> <li>Manages Complaints monitoring and reporting requirements</li> </ul>
Manager, Complaints and Student Misconduct	<ul style="list-style-type: none"> <li>Receives Complaint</li> <li>Supports Complaint resolution process</li> <li>Administers Complaint case management system</li> </ul>
Provost Chief Operating Officer Vice President, Engagement Vice President, Future Students Executive Dean of <a href="#">Faculty</a> or Head of <a href="#">University Academic Unit (UAU)</a> , or delegate Deputy Provost Education Deputy Provost Research Chief People Officer	<ul style="list-style-type: none"> <li><a href="#">Respondent</a> or reviews Complaint outcome</li> </ul>
Associate Dean (Student Affairs & Service Quality), or equivalent Director, Admissions Director, Alumni Relations Director, Brand & Marketing Director, Campus Life Director, Domestic Recruitment Director of Executive Learning Director, Facilities Management Director, Information Technology Services Director, International Director, Media & Public Relations Director, Office of Learning & Teaching Director of Research Services Director of Sport Director of Strategy & Planning Director, Student Business Services Director, Student Success & Wellbeing Faculty Business Director, or equivalent General Manager, Development General Manager, External Relations Head of Engagement Services Head of Institutional Partnerships Industry Engagement Manager	<ul style="list-style-type: none"> <li><a href="#">Respondent</a></li> </ul>

Staff members involved in Complaints handling, and those responsible for making decisions about Complaints, will be cognisant of:

- supports available to and appropriate processes for Complainants and Respondents from diverse cohorts;
- [Person-centred](#) and [Trauma-informed](#) practices when dealing with complaints of a sensitive nature;
- the University's policies and procedures governing Complaints; and
- to the extent required by their role, best practice in administrative decision making.

### 4. SUPPORT FOR CURRENT STUDENTS

It is recognised that students accessing this Procedure may require personal support. Bond University offers advice and support tailored to individual student needs. This may include academic support, medical and counselling support, assistance with welfare issues, and referrals to off-campus support programs. Access to such support is

available to students whether or not a Complaint is lodged. Students are encouraged to contact the Student Success & Wellbeing Team for a confidential and free consultation to identify the advice and support required. A comprehensive list of services that are available can be accessed [here](#).

A student may seek the assistance of BUSA's Student Advocacy services to navigate any stage of the Complaints Process and may be accompanied by a Student Advocate or other support person (not acting as legal counsel or solicitor) at any stage of the Complaints Process. Where the student intends to bring an accompanying person with them, they should provide advance notice to the Respondent or [Reviewer](#) of this. While the University encourages students to advocate for themselves, at the discretion of the Respondent or Reviewer, a Student Advocate or other support person may assist the student in articulating a component of their response.

## 5. FEEDBACK

Bond University is always striving to improve its processes and service delivery. Any compliments or constructive comments are welcome as part of this process. The University will:

- acknowledge the Feedback upon receipt;
- forward the Feedback for consideration by the relevant area;
- use the Feedback provided to inform continuous improvement; and
- report on any themes or trends as part of the Feedback/Complaints reporting process.

Feedback on the part of students enables the University to continuously improve. Current students also have the opportunity to provide Feedback through Class Representatives, Student Satisfaction and Feedback Surveys, and intermittent surveys.

## 6. COMPLAINTS

Subject to the terms of clause 2 above, a Complaint is an expression of dissatisfaction about the operations, services or facilities of Bond University, or about the conduct of members of the Bond Community in relation to their role at the University, where a response is sought, reasonable to expect or legally required.

From the perspective of students, a Complaint may pertain to any aspect of a student's experience with the University, its agents or related parties, with the exception of matters which are subject to resolution under other University policies or procedures.

Examples of matters that students may complain about include but are not limited to:

- teaching and learning, incorporating assessments, teaching quality and materials, subjects and programs;
- the conduct of other students or staff members;
- University facilities, spaces and/or equipment;
- student accommodation;
- food and beverage services;
- safety and wellbeing services;
- academic support services; and/or
- the University's policies, procedures and/or other regulatory instruments.

Where a Complaint raises issues of potential misconduct by staff or students, the matter will be dealt with under the relevant Code of Conduct policy and associated procedures. Where applicable, the University's Gender-based Violence Prevention and Response Policy will also be invoked.

A Person-centred and Trauma-informed approach will be adopted in respect of all complaints of a sensitive nature.

The preferred method of contact is for the Complainant to lodge their Complaint with the University via the online Complaints Portal. Alternatively, Complaints may be lodged with the Office of Integrity in person, or by email ([integrity@bond.edu.au](mailto:integrity@bond.edu.au)); in these cases, the Office of Integrity will register the Complaint in the Complaints Portal on behalf of the Complainant. For people with a disability, the Office of Integrity provides various accessibility options to assist in the lodgement process. In all cases, the Office of Integrity will process the Complaint in accordance with this Procedure. The University is committed to the creation of an environment where everyone is treated fairly and with respect, and free from unlawful [Discrimination](#) including [Racism](#), [Antisemitism](#) and Islamophobia.

### 6.1 Informal Resolution

Complainants are encouraged, in the first instance, to seek Resolution of their concerns directly with the person or service area involved (e.g. through discussion, meetings), if they believe it is appropriate to do so and they are able, willing and feel confident in approaching the relevant person(s).

In many cases, problems can be resolved through informal enquiries, discussion and clarification. Prompt Resolution may be more likely to occur where the problem has arisen from a misunderstanding or error that can be rectified easily.

For concerns relating to a subject in which a student is currently enrolled, students may prefer to contact the Class Representative for that subject (where one is designated). For any concern within the Faculty or UAU of study, students may contact the Associate Dean or Manager, Student Affairs & Service Quality (or equivalent). For general University concerns, or for assistance in identifying the relevant person or area to approach, students may contact the Office of Integrity ([integrity@bond.edu.au](mailto:integrity@bond.edu.au)).

## 6.2 Formal Complaints

If a Complaint cannot be resolved informally, or the Complainant is unwilling or does not feel confident in approaching the person or service area involved, the Complainant may elect to pursue a formal Complaint.

**6.2.1** A formal Complaint must be in writing and should include the following details:

- the nature of the Complaint;
- the timelines for events pertinent to the Complaint;
- what action has been taken to resolve the matter to date;
- the evidence available to support the Complaint;
- the outcome/remediation the Complainant is seeking; and
- additional support material, if applicable, to explain special circumstances not raised previously (see clause 2.1 above).

**6.2.2** The Complaint will be actioned in the form in which it is received.

**6.2.3** Upon lodgement with the Office of Integrity, the Complaint will be promptly directed to the Respondent who the Office of Integrity considers is best placed to deal with the Complaint taking account of Schedule B2 to the Student Grievance Management Policy.

**6.2.4** If the subject matter of a Complaint is brought to the attention of or is dealt with by a Respondent without it first being lodged with the Office of Integrity, the Respondent will, as soon as is practicable, lodge that Complaint via the online Complaints Portal.

## 6.3 Formal Resolution

**6.3.1** The Respondent and any other person involved in investigating or responding to a Complaint will do so on behalf of the University.

**6.3.2** Subject to clause 6.3.3, on being made aware of a Complaint (via an Office of Integrity Complaint notification or through other means), the Respondent will:

- within five [Business Days](#), contact the Complainant to acknowledge receipt of and ownership for resolving the Complaint, and include in this communication:
  - a copy of or a link to this Procedure; and
  - a timeline for resolution, including potential factors that may foreseeably and reasonably cause delays; and
- within ten Business Days, commence addressing the Complaint.

**6.3.3** If the Respondent, once in receipt of the Complaint, is of the view that:

- they are not the most appropriate person to deal with the Complaint; or
- they would be in breach of clause 4.10 Conflicts of Interest of the Staff Code of Conduct Policy in dealing with the subject matter of the Complaint or the Complainant;

they must not engage any further in the process and should immediately advise the Office of Integrity of the situation and request that the matter be delegated to a more appropriate [University Officer](#).

**6.3.4** In investigating a Complaint, the Respondent (or Reviewer):

- will consider the cases made by both the Complainant and the other relevant person/s involved (or seek information from the latter), and may invite the parties for individual meetings;
- will examine relevant documentation and policy and procedures;
- may seek clarification from relevant parties on information received and
- may seek internal advice, including legal advice from the University's General Counsel or otherwise as appropriate, or advice from external agencies.

- 6.3.5** The Respondent will come to an informed decision on the merits of the Complaint and the most appropriate course of action, as soon as is practicable. The Respondent's decision:
- may find in favour of the Complainant with one or more remediations, which may or may not be the same as that requested by the Complainant;
  - may find against the Complainant; and/or
  - may be a determination that the Complaint is frivolous and/or vexatious.

Any of the above options may also include recommendations for improved process or policy/procedure review.

- 6.3.6** The Respondent will consider and manage the wider effects that a Complaint may have on the workplace beyond its Resolution.

- 6.3.7** Once the Respondent has decided in relation to the Complaint, they will formally:
- notify the Complainant of the steps taken to address the Complaint, the outcome of the Complaint, detailed reasons for the outcome, and options for review of the outcome (including external options, such as the National Student Ombudsman), and will disclose as much information about the Complaint's Resolution as the privacy and confidentiality of affected parties permit; and
  - advise the Office of Integrity of the Complaint's closure, providing all relevant supporting documentation associated with the Complaint's Resolution.

#### **6.4 Indicative Timeframes**

Refer to Schedule A: Complaints – Summary of Timelines.

The Respondent will aim to complete the formal Resolution phase within 20 Business Days of receipt of the Complaint. However, this may not always be possible, particularly where the matter involves a number of parties and/or the circumstances are complex. Updates on the progress of the investigation will be provided to the Complainant at reasonable intervals. All parties will be informed as soon as possible of any significant delays and advised if alternative timeframes are to apply.

Where a Complainant does not respond to a written request (e.g. for additional information) from the Office of Integrity or the Respondent within 60 calendar days of the request being made, it will be assumed that the Complainant no longer wishes to pursue the Complaint. The matter will then be closed.

#### **6.5 Review of Complaint Outcome**

Following receipt of an outcome to their formal Complaint, a Complainant who is a Bond University student or staff member may submit an application for review.

In requesting a review of a formal Complaint outcome, the Complainant is required to provide a clear rationale as to why they believe the original outcome to be incorrect, disproportionate to the nature of the complaint, or procedurally unfair; or to demonstrate that new and relevant material exists that was not reasonably available to the complainant before the outcome was decided.

When applying for a review, copies of all relevant documentation must be included. If the Complainant does not provide a clear rationale, or lacks appropriate evidence to support the review, the University will advise the Complainant within five Business Days that their application cannot be progressed unless further information is provided. It will not be sufficient for the Complainant to assert circumstances or changes to circumstances without evidence to substantiate or support their claim.

An application for review must be submitted to the Office of Integrity ([integrity@bond.edu.au](mailto:integrity@bond.edu.au)) within 20 Business Days of the formal Complaint response. All review applications will be acknowledged within five Business Days of receipt. If the application is progressed, it will be directed to the Reviewer who the Office of Integrity considers is best placed to review the Complaint taking account where practicable of Schedule B2 of the Student Grievance Management Policy. The Complainant will be kept informed of the progress of the review submission at reasonable intervals.

The outcome of an application for review may include one or more of the following actions:

- upholding in its original form the previous outcome;
- recommending an alternative action to assist with the Resolution of the Complaint; and/or
- recommending actions and improvements to the responsible officer of the University to address systemic issues arising from the review of the Complaint.

The outcome letter will outline:

- the process of review followed by the Reviewer;
- detailed reasons for the outcome;
- advice about options to seek an external review (if available); and
- support services available to student Complainants (if applicable).

## **6.6 Confidentiality**

The University will maintain confidentiality relating to the management of Complaints in accordance with the Privacy Policy. Information and records about a Complaint will be kept confidential and will only be divulged to staff of the University with direct involvement in the process (in accordance with this Procedure) and those to whom it is necessary to enable proper investigation of the matter.

However, the University may divulge records about a Complaint to legal advisers or insurers and where any of the following apply:

- where there is risk of harm to a person or persons, it may be necessary to divulge records of and details about the Complaint to other Bond staff members and relevant external agencies such as the police;
- where the University is required by law to produce the records, for example, to a court or tribunal for the purpose of legal proceedings by way of subpoena or a similar compulsory process; and/or
- where there is a clear public interest or obligation to share information (such as a duty to disclose information to a professional accreditation board, or a duty to report under legislation).

Where the outcome of a formal Complaint is sent for review, the Reviewer will be provided with copies of all relevant material, except for material which is subject to legal professional privilege or material that must be withheld as a result of the University's legal obligations to other parties.

### **6.6.1 Dealing with Minors**

The University will comply with all relevant regulatory requirements regarding child safety and welfare where Complainants and/or Respondents are under the age of 18 years, noting the application of the Privacy Policy to parties who are over 15 years.

Complainants and Respondents who are under 15 years will have their parents or guardians notified about their engagement with the Complaints Process, where those individuals are known to the University.

At all meetings held between the University and Complainants or Respondents who are under 18 years, at least two Bond staff members will be present.

## **6.7 Withdrawal of Complaints**

At any stage a Complainant may decide to withdraw a Complaint. Where the process of formal Resolution is underway, any withdrawal must be in writing (this may be by email). In most instances Bond University will then deem the Complaint resolved. However, in certain circumstances, the University may deem the Complaint serious enough for an internal investigation to continue or for referral to an external agency.

## **6.8 Anonymous Complaints**

An anonymous Complaint will be addressed in accordance with this Procedure, with the exception that there is no requirement to identify or notify the Complainant.

Action taken in relation to anonymous Complaints may be limited where further information from the Complainant is required to sufficiently investigate and determine appropriate Resolution.

## **6.9 External Complaints**

A person may make a Complaint to an appropriate independent external agency at any time. An indicative list of such agencies and their contact details is available on the External Reviews [webpage](#). The University will cooperate fully with these agencies. The majority of agencies encourage applicants to exhaust internal grievance processes before submitting Complaints externally.

Where this occurs, the University may choose to suspend addressing a Complaint until the external agency deals with it, or the Complaint is directed back to the University for Resolution.

## **7. UNACCEPTABLE AND UNREASONABLE CONDUCT BY COMPLAINANTS**

**7.1** Complainants are personally responsible and liable for the content of their Complaints.

**7.2** Complainants must not provide information that they know to be inaccurate or misleading.

- 7.3** If a member of the Bond Community believes a Complainant is exhibiting unreasonable behaviour, they should contact the Office of Integrity for advice in the first instance. Unreasonable conduct by Complainants may include:
- aggressive, rude or threatening behaviour, including the use of offensive or abusive language in communications;
  - insisting on unreasonable or unattainable outcomes;
  - issuing instructions and making demands about how a Complaint should be managed;
  - withholding information, misquoting others or selectively disclosing information, including making serious allegations and then declining to provide further information or evidence about the allegations;
  - changing the substance of an existing Complaint or re-phrasing allegations while the Complaint is being managed;
  - refusing to provide further clarification of issues raised upon request, particularly where large amounts of information are presented as part of the Complaint; or
  - repeatedly emailing or calling the University despite being advised not to do so because the subject matter of their Complaint is currently being dealt with or has already been dealt with and resolved.
- 7.4** If the University Registrar deems a Complainant's conduct to be unreasonable, the University may refuse to engage with the Complainant further and/or refuse to progress their particular Complaint. Where this occurs, the Complainant will be informed in writing.

## **8. PROTECTING PARTIES TO A COMPLAINT**

- 8.1** It is a breach of this Procedure to threaten, intimidate, harass or victimise any party who makes, is responsible for or assists in the Resolution of, or is the subject of, a Complaint. Any such behaviour may result in disciplinary action (against students) or, in extreme circumstances, be reported to the appropriate external regulatory body or the police.
- 8.2** The University acknowledges that a Complaint that appears to lack plausibility, or after investigation is not substantiated, is not necessarily false. A Complaint that is not upheld does not imply the Complaint was not made in good faith and that an avenue is automatically created for the Respondent, the University or anyone else to take reprisal action against the Complainant. However, this does not preclude any individual from lodging a legitimate Complaint against another individual at a later time.
- 8.3** The University recognises that power imbalances – in particular, between students and staff, and between staff and their manager – may provide opportunities for reprisals to be taken against Complainants in ways that may be difficult to expose. In such cases, the University may take steps to prevent disadvantage to a Complainant as a result of them making a Complaint in good faith. These necessary steps may include, among other things, temporarily physically relocating an individual, changing reporting lines, or assigning a different academic educator or supervisor to a student.

## **9. MONITORING AND ASSURANCE**

- 9.1** The Office of the University Registrar will monitor the occurrence, nature and processing of formal Complaints to facilitate continuous improvement. This will include:
- analysing de-identified complaints data every six months to identify themes and opportunities for improvement and to inform responses to any areas of risk;
  - advising relevant departments of statistics and trends;
  - inviting students who have engaged with the Complaints process to provide feedback on their experience; and
  - identifying barriers to making Complaints and taking reasonable steps to minimise or remove these barriers.
- 9.2** The Office of the University Registrar will manage Complaints reporting requirements in compliance with the University's internal and external obligations.
- 9.2.1** A report of de-identified Complaints data will be provided to University Council on a biannual basis. The report will:
- include an analysis of Complaint trends, identifying underlying causes and actions taken to address underlying causes; and
  - list the review and improvement activities undertaken in relation to Complaints handling, including identification of areas for improvement and actions taken to improve service delivery, and clearly identify delegations of authority and accountability.

- 9.2.2** The following de-identified Complaints data will be published on the University website annually:
- the total number of Complaints received during the reporting period;
  - the number of each type of Complaint received, grouped in a transparent and accountable manner;
  - the number of Complaints resolved;
  - the median time frame to resolve Complaints;
  - the number of unresolved Complaints, including any from previous reporting periods, as well as the average time since receipt of these Complaints; and
  - the University’s key performance indicators for managing complex Complaints.

**9.3** Cyclic reviews of policies and procedures relating to student grievances (including Complaints) are undertaken in accordance with the University’s Development, Review and Approval of Policy framework. The student body and other relevant stakeholders are invited to contribute to such reviews.

A summary of the University’s response to student feedback will be provided to students who engage in the consultation process.

## 10. RECORD KEEPING

All files relating to Complaints will be retained and disposed of in accordance with University and statutory requirements. This includes a regulatory obligation to keep appropriate records of all Complaints for at least 7 years and allow the parties to a Complaint appropriate access to the records of that matter.

## 11. DEFINITIONS, TERMS, ACRONYMS

**Antisemitism** Bond University has adopted the [International Holocaust Remembrance Alliance Working Definition of Antisemitism](#):

“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”

**Bond Community** Means current students (enrolled and visiting), alumni, staff, other workers, volunteers, official visitors, recognised individuals, honorary position holders, adjunct academic and support position holders, suppliers of academic placements or official suppliers of academic-related activity, and anyone else contractually bound to comply with this Procedure.

**Business Days** Days falling from Monday to Friday from 8:30am to 5:00pm excluding public holidays.

**Complainant** A person who has made a Complaint.

**Complaint** An expression of dissatisfaction about the operations, services or facilities of Bond University, or about the conduct of members of the Bond Community in relation to their role at the University, where a response is sought, reasonable to expect or legally required.

**Discrimination** Means **Direct Discrimination** or **Indirect Discrimination**.

**Direct Discrimination** on the basis of a Protected Attribute happens if a person treats, or proposes to treat, a person with an Attribute less favourably than another person without the Attribute is or would be treated in circumstances that are the same or not materially different.

**Indirect Discrimination** on the basis of a Protected Attribute happens if a person imposes, or proposes to impose, a condition, requirement or practice:

- with which a person with an Attribute does not or is not able to comply; and
- with which a higher proportion of people without the Attribute comply or are able to comply; and
- that is not reasonable.

For the purposes of this Policy, **Discrimination** also encompasses these forms of unacceptable conduct:

- Bullying and/or Harassment based on any of the Protected Attributes; and

- Vilification based on one or more of the Protected Attributes of race, religious belief, sexuality, sex characteristics, or gender identity.

<b>Faculty</b>	Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean).
<b>Feedback</b>	A compliment, criticism, comment or suggestion where a response is neither sought nor reasonably expected.
<b>Person-centred</b>	A Person-centred approach focuses on understanding an individual's needs and preferences, genuinely considering their wishes and the impact that decisions may have on them, and providing tailored support options.
<b>Racism</b>	<p>Refers to <i>“the process by which systems and policies, actions and attitudes create inequitable opportunities and outcomes for people based on race. Racism is more than just prejudice in thought or action. It occurs when this prejudice – whether individual or institutional – is accompanied by the power to discriminate against, oppress or limit the rights of others.”</i> (Australian Human Rights Commission, <a href="#">What is racism?</a>)</p> <p><b>Racism</b> encompasses:</p> <ul style="list-style-type: none"> <li>▪ Interpersonal racism – occurs during interactions between individuals and includes making negative comments about a particular ethnic group in person or online, calling others racist names, and harassing/bullying others because of their race;</li> <li>▪ Institutional racism – the policies, procedures and practices that inform the everyday operations of an organisation and support continued unfair treatment of some people because of their race; and</li> <li>▪ Systemic racism – the history, ideology, culture and interactions of institutions and policies throughout a whole society that combine to perpetuate inequity to some people because of their race. (Australian Human Rights Commission, <a href="#">Racism. Nobody Wins.</a>). Examples of racism include <a href="#">Antisemitism</a> and Islamophobia.</li> </ul>
<b>Resolution</b>	The determination which is achieved when the relevant decision maker (Respondent or Reviewer) has acted in accordance with this Procedure in addressing a Complaint.
<b>Respondent</b>	The University Officer responsible for dealing with a Complaint.
<b>Reviewer</b>	The University Officer responsible for reviewing the outcome of a Complaint.
<b>Trauma-informed</b>	A Trauma-informed approach applies core principles of safety (physical, psychological and emotional), trust, choice, collaboration, and empowerment. It should minimise the risk of re-traumatisation and promote recovery and healing to the greatest extent possible.
<b>University Academic Unit (UAU)</b>	Bond University College (headed by the Director) and Transformation CoLab (headed by the Deputy Provost Education).
<b>University Officer</b>	An employee of Bond University.

## 12. AFFILIATED PROCEDURES AND SCHEDULES

[Schedule A: Complaints – Summary of Timelines](#)  
[Complaints Process](#)

## 13. RELATED DOCUMENTS

### Bond University

[Anti-Discrimination and Anti-Racism Policy \(GOV 1.9.3\)](#)  
[Appeals Against Academic Exclusion Procedure](#)  
[Bond University Student Charter](#)  
[Class Representatives Policy \(TL 3.6.2\)](#)  
[Evaluation of Learning & Teaching Policy \(TL 3.4.6\)](#)  
[Gender-based Violence Prevention and Response Policy \(GOV 1.9.3\)](#)  
[Gender-based Violence Prevention and Response Procedure](#)  
[Privacy Policy \(INF 6.5.1\)](#)  
[Research Misconduct Policy \(RES 4.5.5\)](#)

[Review of Results Procedure](#)  
[Staff Code of Conduct \(HR 4.8.4\)](#)  
[Student Code of Conduct Policy \(SS 5.2.1\)](#)  
[Student External Review Procedure](#)  
[Student Fees, Charges and Refunds Policy \(SS 5.7.4\)](#)  
[Student Grievance Management Policy \(SS 5.8.1\)](#)  
[Student Wellbeing and Safety Policy \(SS 5.8.4\)](#)  
[Student Review and Appeals Procedure](#)  
[Appeals Against Findings of Misconduct Procedure](#)  
[Support for Students Policy \(SS 5.8.2\)](#)  
[Survey Policy \(GOV 1.6.5\)](#)  
[Welfare Arrangements for Students Under the Age of 18 Policy \(SS 5.8.5\)](#)  
[Welfare Arrangements for Students Under the Age of 18 Procedure](#)  
[Working With Children Policy \(GOV 1.8.1\)](#)

**Other**

[Education Services for Overseas Students \(ESOS\) Act 2000](#)  
[ESOS National Code 2018](#)  
[Higher Education Provider Guidelines 2023](#)  
[Higher Education Standards Framework 2021](#)  
[Higher Education Support Act 2003](#)  
[Higher Education Support \(Student Services, Amenities, Representation and Advocacy\) Guidelines 2022](#)  
[Statement of Regulatory Expectations: Student grievance and complaint mechanisms \(TEQSA\)](#)

**14. MODIFICATION HISTORY**

Date	Sections	Source	Details
January 2026	All	University Registrar	V4: Alignment with TEQSA's regulatory expectations regarding complaints
July 2025	All	Acting University Registrar	V3: Clarification of operational processes
November 2024	10	Special Advisor University Governance	V2.1: Enhanced alignment with HESA 2003
3 August 2023	All	CIO	V2: Amended so that the Procedure now covers all members of the Bond Community and the wider public
19 December 2022			Date First Approved - Regulations to Procedure

**COMPLAINTS – SUMMARY OF TIMELINES**

If other timelines apply under a specific policy or procedure, they will take precedence over the general provisions in this Schedule.

**Formal Complaint**

Action	Responsible party	Timeframe
Lodge formal written Complaint	Complainant	Within 12 months of the action, incident or event
Commence process to resolve	University	Within 10 Business Days of receipt of Complaint
Finalise and advise outcome	University	*Normally within 20 Business Days of receipt of Complaint

**Application for Review of Complaint**

Action	Responsible party	Timeframe
Lodge formal written application	Complainant	Within 20 Business Days of receipt of Complaint outcome notification
Commence process to resolve	University	Within 10 Business Days of receipt of request for review of Complaint
Finalise and advise outcome	University	*Normally within 20 Business Days of receipt of request for review of Complaint

**External Review**

Action	Responsible party	Timeframe
Lodge Complaint with an external agency. For example: <ul style="list-style-type: none"> <li>• National Student Ombudsman</li> <li>• Office of the Information Commissioner</li> </ul>	Complainant	In accordance with the process applicable to the relevant external agency

\*The University recognises that, in order to ensure an equitable outcome is achieved, complex issues involving multiple parties may take longer to resolve. In such circumstances, an extension to these timelines may be approved by the University Registrar.

# Complaints Process

