Complaint and Grievance Process – Faculty of Pharmacy and Pharmaceutical Sciences

**Step 1**

INFORMAL COMPLAINT?

- YES (Academic)
  - Discuss with Lecturer or Assistant Lecturer

- NO (Academic)
  - Discuss with Unit Coordinator/Chief Examiner

- NO (Administrative)
  - Discuss with Student Services Coordinator

**Step 2**

COMPLAINT RESOLUTION?

- YES
  - Contact University Counselling, Health Services, Student Rights (UG) or MPA (PG) and other support services as required

- NO
  - Discuss with UG or PG Coursework Manager

**Step 3**

COMPLAINT RESOLUTION?

- YES
  - Contact Curriculum or Specialisation Leader

- NO (Academic)
  - Discuss with Manager, Academic Student Services

- NO (Administrative)
  - Discuss with Academic General Manager

**Step 4**

COMPLAINT RESOLUTION?

- YES
  - Appeal to the University Student Ombudsman

- NO
  - Appeal to the Victorian Ombudsman

**Step 5**

FORMAL COMPLAINT (GRIEVANCE)?

- YES
  - Complete & Submit Grievance Lodgement Form to Faculty / area contact

- NO
  - NO (Academic)
  - The grievance officer will acknowledge receipt of the grievance, will provide you with information about support services, direct the grievance to the appropriate person, and let you know what’s happening or ask you for more information

Grievances relating to coursework to be investigated by Assoc Dean Education; administrative matters to be investigated by Faculty Manager & research grievances by the Vice Provost Faculty graduate Affairs – status updates will be provided in writing if more than 20 working days have passed

**Decision Outcome sent to student (in writing)**