The outcome of the investigation might be to:

- You might be asked for more information, or to attend a meeting.

Step 1: Informal and Direct
Complaints can often be sorted out quickly if you talk with the staff member concerned. If you feel uncomfortable speaking directly with the staff member you can bring a support person with you, or raise your concern in an email. If that’s not possible you can put the complaint in writing to the manager of the relevant department, school or faculty. Contact ask.monash for advice on who to write to. Make sure you raise the complaint as soon as possible.

Did this resolve your complaint?
- YES
  - Complaint resolved.
- NO
  - You will receive an email within 5 working days from the grievance officer to let you know the form has been received. The grievance officer will review the information you provided on the form, and either:
    - Appoint an investigating officer. This person will keep you informed during the investigation.
    - Email you within 10 working days if your grievance can’t be accepted under this policy. You will be given advice on what else you can do to resolve your complaint.

Step 2: Formal Grievance
Submit a formal grievance using the prescribed form, available from the student complaint website. You can get support in filling in this form from your student association.

Investigation
The outcome of the investigation might be to:

- Dismiss the grievance. If this happens you will be notified in writing and given reasons.
- Propose a solution to resolve the grievance. You must accept or decline the solution within 10 working days.

Did you accept the proposed solution?
- YES
  - Grievance Resolved.
- NO
  - The University Student Ombudsman will conduct enquiries and either:
    - Provide you and the University with their decision and a proposed solution.
    - Require you to try Steps 1 and 2 if you haven’t already done so, or
    - Refer you to more appropriate support.

Step 3: Review by University Student Ombudsman
If you do not accept the proposed resolution, or want to appeal the decision to dismiss your grievance, you can ask the University Student Ombudsman for an independent review of your grievance. You need to do this within 20 working days of receiving the proposed solution or dismissal from Step 2.

Did you accept the proposed solution?
- YES
  - Grievance Resolved. Outcome implemented.
- NO

Step 4: Review by Victorian Ombudsman
You can seek an independent review of your grievance with the Victorian Ombudsman. If the Ombudsman investigates, they will determine if you were treated fairly, and if the University followed the correct policy and procedure in handling your grievance.