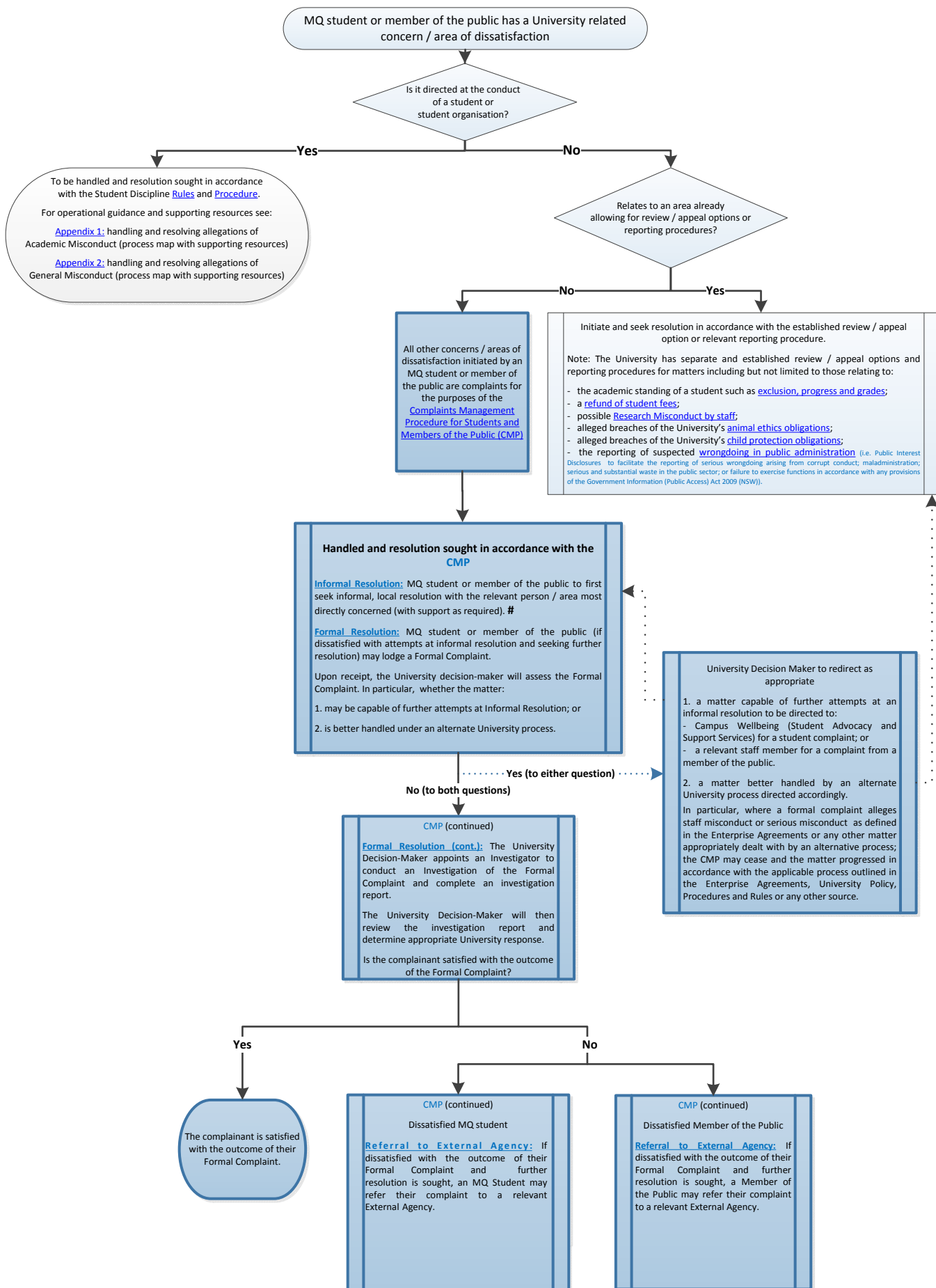


APPENDIX 1: COMPLAINT MANAGEMENT PROCEDURE FOR STUDENTS AND MEMBERS OF THE PUBLIC

HANDLING AND RESOLVING CONCERNS RAISED BY STUDENTS AND MEMBERS OF THE PUBLIC



# There are times when the Complainant may feel uncomfortable about approaching the member of Staff or Relevant Person most directly concerned, particularly if the Complaint is serious or involves that particular member of Staff or Relevant Person. In such a situation the Complainant may directly escalate their Complaint to a Formal Complaint. Should the matter involve allegations of sexual misconduct (i.e. sexual assault, sexual harassment) you are also encouraged to access the dedicated support services and reporting avenues available at [www.mq.edu.au/respect](http://www.mq.edu.au/respect).