

COMPLAINT RESOLUTION FORM

Privacy Notice: The information provided on this form will be used by the University to follow up your complaint. In some circumstances the University may provide the information to the ICAC, which monitors services provided by Universities, or to the police for law enforcement purposes. The provision of this information is voluntary. It will be stored securely. You may correct any personal information at any time by contacting the University Complaints Manager.

Name:		
Address:		
Student Number:		Staff Number:
Phone: (H)	Phone: (W)	Phone: (M)
Email:		
Details of your complaint: Please note that it is your responsibility to clearly identify the issues of your complaint and the outcome you hope for and to give us all the information you hold or are aware of in support of your complaint at the beginning of the process.		
On completion of this form please forward, fax or email to: University Complaints Manager Room SC3.05, Student Services Centre The University of Newcastle CALLAGHAN NSW 2308 Fax: (02) 4921 7151 Email: Complaints@newcastle.edu.au		

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Name of person(s) or University area(s) you are complaining about.

What is the exact nature of your complaint?

Have you contacted the person(s) or area(s) you are complaining about to try to resolve the problem?
Please provide details of your attempt to resolve this matter.

What evidence do you have to support your complaint?

What actions or outcomes do you expect as a result of making your complaint?

Signature:

Date: