

## Potential Resolutions for Formal Complaints

The outcome/action decided on by an Executive or relevant manager to resolve a Formal Complaint will depend on the nature of the complaint and could include any of the following (not an exhaustive list):

- Reviewing/revising/reversing a previous decision;
- Following up and responding/taking action on a request previously not followed up;
- Offering an apology and/or a commitment to ensure the action/behaviour is not continued;
- Taking action to make an improvement to a process or service or facility;
- Refunding fees/charges associated with the complaint or part of these;
- Advising the Complainant and Respondent that the concern/complaint has been noted on the Respondent's file; or
- For serious concerns there may be follow up through the Disciplinary and Performance Management Policy (Staff) or the Student Disciplinary Statute and the Complainant may be advised that this process has been initiated.