

Redirect notice – Complaints Management and Investigations Policy and Procedure

The Vice-Chancellor has approved a new [Complaints Management and Investigations Policy and Procedure](#) (effective 12 February 2024).

This policy has replaced several policy documents. All links in the table below should be re-directed to the *Complaints Management and Investigations Policy and Procedure*:

<https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintsmanagementandinvestigations.pdf>.

Policy document	URL
Complaint Management Policy	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementpolicy.pdf
Complaint Management Procedure (External)	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementprocedure.pdf
Student Complaint Procedure	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentcomplaintprocedure.pdf
Student Misconduct Procedure	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentmisconductprocedures.pdf
Research Misconduct Procedure	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/researchmisconductproc.pdf
Staff Complaint Procedure	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/staffcomplaintproc.pdf
Unreasonable Complainant Conduct Procedure	https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/unreasonablecomplainantprocedure.pdf

For information regarding Speak Up at UNSW, please visit our [website](#). For further information regarding the new *Complaints Management and Investigations Policy and Procedure*, you may contact the Conduct and Integrity Office (cio@unsw.edu.au).