

## 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	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementpolicy.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementpolicy.pdf</a>
Complaint Management Procedure (External)	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementprocedure.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/complaintmanagementprocedure.pdf</a>
Student Complaint Procedure	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentcomplaintprocedure.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentcomplaintprocedure.pdf</a>
Student Misconduct Procedure	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentmisconductprocedures.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/studentmisconductprocedures.pdf</a>
Research Misconduct Procedure	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/researchmisconductproc.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/researchmisconductproc.pdf</a>
Staff Complaint Procedure	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/staffcomplaintproc.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/staffcomplaintproc.pdf</a>
Unreasonable Complainant Conduct Procedure	<a href="https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/unreasonablecomplainantprocedure.pdf">https://www.unsw.edu.au/content/dam/pdfs/governance/policy/2022-01-policies/unreasonablecomplainantprocedure.pdf</a>

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](mailto:cio@unsw.edu.au)).