

COMPLAINTS – IF THINGS GO WRONG

Sometimes staff will receive complaints that the University has given out misleading information – often this will be a phone call or letter from a student or solicitor. Please report it immediately to your supervisor or Legal Services.

If you are contacted by anyone from the Australian Competition and Consumer Commission (ACCC) or Consumer Affairs Victoria, you should refer them to Legal Services immediately. Do not provide any information, documents or answer any questions without first consulting Legal Services.

The University takes these complaints very seriously and relies on staff to make sure they are handled fairly and quickly. Receiving proper advice at the time a complaint is made helps ensure this happens.

For further information on this issue and any other trade practices matters, please contact Legal Services on Extn: 2495.

Legal Services
Updated: 26 June 2008