

Not Happy With Something?

You have the right to make a complaint about your studies or something else on campus, here is what to do.

Informal Resolution

(Recommended unless the issue is serious or sensitive, such as bullying, harassment, discrimination, or misconduct)



STEP-1 Raise the Issue early

Try speaking with:

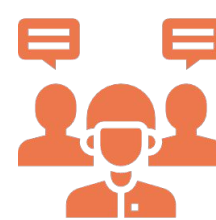
- The staff member involved
- Their immediate supervisor



These Support Services

- Help you identify the right contact
- Raise the issue for you (with consent)

You may bring a support person to informal meeting.



STEP-2 Staff Response:

- Listen and discuss the issue respectfully
 - Try to resolve it where possible
- Not satisfied? You can make a Formal Complaint.**



When Raising your Concern, be ready to:

- Explain the issue clearly
- Describe the outcome you are seeking



You can Raise your Concern:

In person | by phone | by email



Need help?

Support is available from:

- Head of Student Services
- VIT Welfare Counsellor



Formal Complaint Process



STEP-1 Submit Written Complaint

Use the Complaint & Appeal Form (QR code) to submit by phone, email, or in person.



Include:

1. Your name and contact details (unless anonymous)
2. A clear description of the issue, including dates, people, and supporting evidence

Complaint Types

Anonymous: Accepted

(may limit investigation)

Confidential: Shared with consent

Deadlines

- Submit within 3 weeks of the event or decision
- Receive acknowledgement within 5 working days



Timeframes

- Assessment begins within 10 working days
- Outcome aimed within 20 working days
- If delayed, you will receive updates, reasons, and a revised timeframe



STEP-3 Receive an Outcome

Your complaint may be:

- Upheld (fully or partially) – VIT agrees and takes action
- Not upheld – no change
- Resolved by agreement – a mutually agreed solution

You will receive a outcome report within 5 working days, including:

- Decision
- Appeal options
- Any actions



STEP-2 Assessment & Investigation

VIT will:

- Review your complaint
- Appoint an independent investigator
- Gather information

Support during the Process

You may request:

- Interpreters
- Accessibility support
- Other assistance to participate fully

