

# 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



### 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



### 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**.



## 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

