



Curtin University

INTEGRITY & STANDARDS UNIT

Room 430, Level 4, Building 100, Bentley Campus

March 2017

Do you have a complaint?

What do we do?

The Integrity & Standards Unit (ISU) oversees the University's complaint reporting and resolution process. We help ensure that the resolution of your complaint follows due process, and occurs at the most appropriate level and at the earliest possible opportunity.

What types of matters do we deal with?

We deal with complaints about Curtin University and its operations. This means your complaint may, for example involve:

- a grievance about unfair treatment in relation to your studies, research or from any other University contact or communications;
- breaches of the law or University policy;
- research misconduct;
- inappropriate behaviour such as aggressive or abusive behaviour, sexual or other forms of harassment, or bullying; or
- criminal or corrupt activity such as physical or sexual assault, bribery, theft, damage to property, fraud or misuse of drugs.

What types of matters don't we deal with?

We don't deal with student appeals, complaints about student behaviour, or matters concerning the Student Guild or its operations. If we receive complaints of this nature, we re-direct them to the most appropriate party for resolution.

What's the best way to lodge a complaint?

Check out the Complaints Portal link found on our home page.

CONTACT

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