

# Complaint



## 1 Definition

A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”.

## 2 References

Australian/New Zealand Standard AS/NZS 10002:2014, *Guidelines for complaint management in organisations* (as amended)

## 3 Definition Information

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