UWS College is committed to an effective Grievance Procedure that:
- gives students a voice
- gives UWS College an opportunity to detect where problems exist and to resolve them
- negotiates realistic outcomes
- aims to solve students’ problems

The principles underlying UWS College’s Grievance Procedure are those of equity, fairness, openness and respect for the individual.

We take all grievances seriously and are committed to their fair and speedy resolution. Wherever possible, grievances will be resolved at a local level and in confidence. Everyone involved in the grievance discussions are expected to maintain confidentiality.

All students are advised to read the UWS College Complaint Handling and Resolution Policy and Procedure available on our website: www.uwscollege.edu.au

The standard procedure for resolving a grievance is:
- discuss your problem with the appropriate member of staff
- if you still have a problem after speaking to the appropriate member of staff, you should write a letter to the Associate Director, English Program or the College Registrar. If a satisfactory outcome is still not achieved, you can write to the Chief Executive Officer
- in all of these discussions, you can bring a support person.

The flowchart below sets out the steps that will be followed if a grievance is brought to UWS College.