

# MAKING AN EXTERNAL COMPLAINT/APPEAL

## ***Step 1 - Understand if you can complain to an external body***

Read the [Ombudsman webpages](#) and/or the [Human Rights Commission pages](#) and/or give the relevant body a call to understand what they can and can't do, and the kinds of cases they can accept.

## ***Step 2 – Get in touch with Student Advocacy for support and advice***

We can support you throughout this process in the following ways:

- Explaining the role of external bodies and whether you have received a final university decision.
- Reviewing your draft complaints and timelines and giving feedback
- Suggesting the types of evidence you could include to support your case

## ***Step 3 - Put together your complaint***

- Write a timeline of exactly what has happened in your situation, including noting every decision that the university has made.
- Consult the relevant university policies and procedures and identify where decision-making has breached these.
- Compile evidence that supports your case

## ***Step 4 - Submit your complaint***

via the [Human Rights Commission](#) or [Ombudsman portal](#).

