

Making a complaint

Did the incident happen at a USU/Club or USYD event?

USYD

If your complaint concerns USYD but not USU, reach out to the USYD [Student Affairs Unit](#) on 8627 5559.

USU/Club

Does the incident involve sexual harassment, assault or misconduct?

YES

Reporting any instance of sexual misconduct (to police, USYD or USU) is the choice of the person who had the experience. Their options include:

- 000 in an emergency
- USYD [Safer Communities Office](#): specialist staff who can provide trauma informed case management and support to students and staff impacted by sexual misconduct. They can also arrange free counselling through the RPA Hospital Sexual Assault Counselling Service. +61 2 8627 6808, communities.officer@sydney.edu.au
- [Campus Protective Services](#) can arrange transport to RPA Hospital - 9351 3333 (24/7)
- [Full Stop](#) on 1800 385 578 or online chat (24/7)
- [1800 RESPECT](#) on 1800 737 732 or online chat (24/7)

NO

Have I tried informal resolution for this issue?

NO

USU will encourage informal resolution in all appropriate cases before further actions or investigations can go ahead. See this [fact sheet](#) for more info.

Not appropriate OR Yes and it was unsuccessful

Lodge a complaint with USU:

Send the details of your complaint to wellbeing@usu.edu.au and include:

- Who is involved
- What club or society you are in
- What happened and where it happened
- What informal resolution attempts were made and the outcome/s

I'm a club executive and an incident is happening right now – what do I do?

If it's an emergency or it could become one, call 000 for help. Contact site/venue security or campus security and management for help, too.

As a student leader, you may require a member or guest to temporarily leave a space, event or function where you need to:

- o Protect the health and safety of the members, staff or guests
- o Prevent serious damage to property
- o Prevent serious disruption to your event

We want to empower you to make the right call so, if you implement this measure, you must report this to USU as early as possible to wellbeing@usu.edu.au. For more information, please read the [USU Complaints and Discipline Procedure \(Student Groups\)](#).