

# MONASH

## University Student Ombudsman

Ms Ann Corcoran  
Interim University Student Ombudsman (IUSO)  
Email: [Ombudsman@monash.edu.au](mailto:Ombudsman@monash.edu.au)  
Website: [www.ombudsman.monash.edu.au](http://www.ombudsman.monash.edu.au)  
Telephone: 9905 3104  
Facsimile: 9905 5193

Independent  
Impartial  
Confidential  
Fair

**Location:** The office is located in the Health, Wellbeing and Development Unit, Room 1-174, West Wing, Campus Centre, Clayton Campus

**Open:** Monday to Wednesday

- You will find an enquiry form on the Student Ombudsman website to assist your contact or you can use the email address above.
- Once your email has been considered, a meeting may be arranged. This can be on any Victorian campus. You may also be advised how to follow the complaints procedure with the faculty or department or referred to resources such as international student advisors, counsellors, Student Rights Officers or Grievance Officers.
- The Student Ombudsman will review student grievances that have not been able to be resolved by faculty or department processes. S/he will not formally investigate a grievance until official university complaint procedures have been completed. The Student Ombudsman is independent and impartial and is not an advocate for students or for the university.
- The Academic and Administrative Complaints and Grievances Policy and associated Procedures, which set out the roles of Grievance Officers and the Student Ombudsman, are available on the Student Ombudsman website.

November 2007