

Complaint Resolution Avenues

What avenues are available for resolving complaints?

Direct Informal Avenue

In this avenue concerns are raised directly with the person or persons responsible for the behaviour or action that has generated the concerns.

Where concerns are resolved using the informal avenue, they are not considered a formal complaint and are not recorded in the Complaints Database.

What happens if this avenue is unsuccessful?

Refer to either of the formal avenues for resolution.

Formal Internal Avenue

In this avenue concerns are raised for formal consideration by the University, initially by contacting one of the University's designated Complaint/Grievance Officers.

Where concerns are lodged through this formal avenue and where other processes have been exhausted, they are considered a complaint and are recorded in the Complaints Database.

What happens if this avenue is unsuccessful?

Refer to the formal external avenue for resolution.

Formal External Avenue

In this avenue concerns are raised for formal consideration by an External Organisation (e.g. ADB, NSW Ombudsmen, ICAC, HREOC).

Where concerns are lodged through the formal external avenue, they are considered a complaint and are recorded in the Complaints Database, as per notification from the external organisation.

Note that the University will normally suspend all internal investigations where a matter is referred to an external organisation. In such instances the suspension of the investigate will remain in force until the external review is completed and all reports submitted.

While the University recognises an individuals right to deal with issues that effect them in a manner they are comfortable with, it has a legal obligation to deal with matters of a serious nature. Accordingly complaints that involve harassment, discrimination, vilification, bullying or victimisation must be reported to the University using the formal internal avenue. If you are not sure which path to take you can seek further advice from one of the University's designated Complaint/Grievance Officers without lodging an actual complaint. The enquiry will be logged in the database, but not as a formal complaint.