

Direct Informal Avenue Checklist

Task	Response	Where to Next
Is the matter of a serious nature, such as those that involve an offence under law (e.g. assault) and/or incur on the University an obligation to act (e.g. sexual harassment, harassment, vilification, bullying, victimisation)?	Unsure	Seek advice from a Complaint/Grievance Officer. Note that the Contact Officer must refer the matter as a formal complaint if they deem it to be of a serious nature.
	Yes	Use either of the Formal Internal Avenue or the Formal External Avenue.
	No	Proceed to next task.
Do you know who you need to raise your concerns with (i.e. who is the respondent)?	No	In this approach you raise the issue with the person or persons responsible for the action or process that generated your concerns.
	Yes	Proceed to next task.
Are you comfortable raising your concerns directly with this/these respondents?	No	If you still wish to resolve your concerns, use either the Formal Internal Avenue or Formal External Avenue. If necessary, seek advice from a Complaint/Grievance Officer.
	Yes	Ask the respondents if they comfortable resolving your concerns using the Direct Informal Avenue. Proceed to next task.
Are the respondents comfortable using the Direct Informal Avenue?	No	If you still wish to resolve your concerns, use either the Formal Internal Avenue or Formal External Avenue. If necessary, seek advice from a Complaint/Grievance Officer.
	Yes	Determine whether anyone wants a neutral third party/support person present and, if so, that all parties are comfortable with that. Proceed to next task.
Are all parties comfortable with the arrangements regarding the presence of a neutral third party/support person?	Yes	Arrange a time and place for the actual discussions to take place and then proceed with raising and discussing your concerns. Discuss your concerns as per agreed arrangements.
	No	If you still wish to resolve your concerns, use either the Formal Internal Avenue or Formal External Avenue. If necessary, seek advice from a

		Complaint/Grievance Officer.
Have your concerns been resolved?	Yes	If your concerns are resolved and all necessary remedial action has been taken, no further action is required.
	No	If your concerns have not been resolved and you wish to pursue them, lodge a complaint using either the Formal Internal Avenue or the Formal External Avenue.