

FACT SHEET

Information for the Complainant of Bullying

Division of People and Culture (Fact Sheet reviewed July 2026)

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Information for the Complainant of Bullying

This fact sheet is designed for individuals who are considering making a complaint of workplace bullying at the University. It explains the complaint process, outlines expectations, and highlights the support available when a bullying complaint is received and accepted.

If you need immediate help

If you are in immediate danger, contact **000** (police or emergency services).

If you require urgent support, University services or external support organisations can assist you.

About bullying complaints

1. The University expects all staff to act respectfully and professionally at all times. If a staff member believes they are being bullied, they are encouraged to:
 - Raise the matter directly with their supervisor (where appropriate).
 - Contact their Business Partner in the Division of People and Culture (DPC), and/or
 - Submit a complaint through the University's [complaint management system](#).
2. Terminology used in this document:
 - **Complainant** - the person making the complaint.
 - **Respondent** - the person the complaint is about

What is bullying?

3. Bullying can take many forms, including (but not limited to) a misuse of power (real or perceived), usually repeated, persistent behaviour which cause distress, disadvantage or harm and may escalate over time.
4. Common bullying behaviours can include:
 - i. Offensive language, insults, intimidation or threats
 - ii. Aggression (e.g. shouting, pushing, throwing objects)
 - iii. Rumours, ridicule or repeated teasing
 - iv. Excluding someone or withholding information
 - v. Undermining work or ignoring contributions
 - vi. Unreasonable workloads, deadlines, or tasks
 - vii. Excessive monitoring or unfair treatment
 - viii. Denying opportunities without justification
 - ix. Interfering with personal property
5. When done appropriately, these are not bullying:
 - i. Performance management or disciplinary action
 - ii. Constructive feedback or academic guidance
 - iii. Respectful differences of opinion
 - iv. Allocating work within a person's role.

Making a bullying complaint

6. When submitting a complaint, clearly outline:

- The conduct you believe constitutes bullying
- The context in which it occurred
- Why you consider it to be bullying
- Consider what you believe to be a fair and reasonable resolution and include this in your initial submission.

Attach any relevant documents or evidence to support your concerns. If you submit your complaint via the [Online Reporting System](#), you can update or add further information at any time.

What happens after a complaint of bullying is received?

7. Upon receiving a complaint of Bullying, DPC conducts an initial assessment. This includes reviewing the concerns raised, any supporting evidence, and other relevant factors. The terms 'alleged', and 'allegation' are used to reflect the University's commitment to the principles of procedural fairness. Complaints are treated as allegations until they are substantiated.
8. Complaints that fall within the scope of University policies are managed under the [complaints framework](#). If the assessment suggests the alleged behaviour may constitute bullying, DPC will proceed in line with relevant policies and procedures (see section: [Further information](#)). If the behaviour is deemed low-level conflict or not bullying, the matter will be managed by the relevant School or Division.

How will the University manage my complaint?

9. In addition to applying the appropriate policies and procedures, DPC will collaborate with relevant managers to implement interim measures while the complaint is being investigated. If the complaint involves your direct manager, an alternative manager may be assigned. Interim measures may include changes to reporting lines, work locations, or other operational adjustments.
10. Staff members accused of bullying are generally instructed not to contact the complainant. Likewise, complainants are expected not to contact the respondent. Both parties must maintain confidentiality to protect the integrity of the investigation.

How long will the process take?

11. All complaints are managed in accordance with procedural fairness. This includes interviewing relevant witnesses, gathering evidence, and allowing the respondent to respond to the allegations.
12. DPC aims to complete investigations promptly. However, the timeframe may vary depending on the complexity of the matter. DPC will keep all parties informed of progress.

Confidentiality

13. Discussions with DPC, whether you are a complainant, respondent, or witness; are confidential. You should not share the content or existence of these discussions with other staff members (unless they are responsible for investigating the matter or providing counselling and support on behalf of the University). Maintaining confidentiality helps ensure a safe, respectful, and fair process for everyone involved. You may, however, discuss matters with your trusted support people external to the University.
14. The University and DPC have legal obligations, including a duty of care. Personal information will only be disclosed when necessary to manage the complaint, when required by law, or if there is a serious threat to health or safety. You will be informed whenever possible if information needs to be shared.

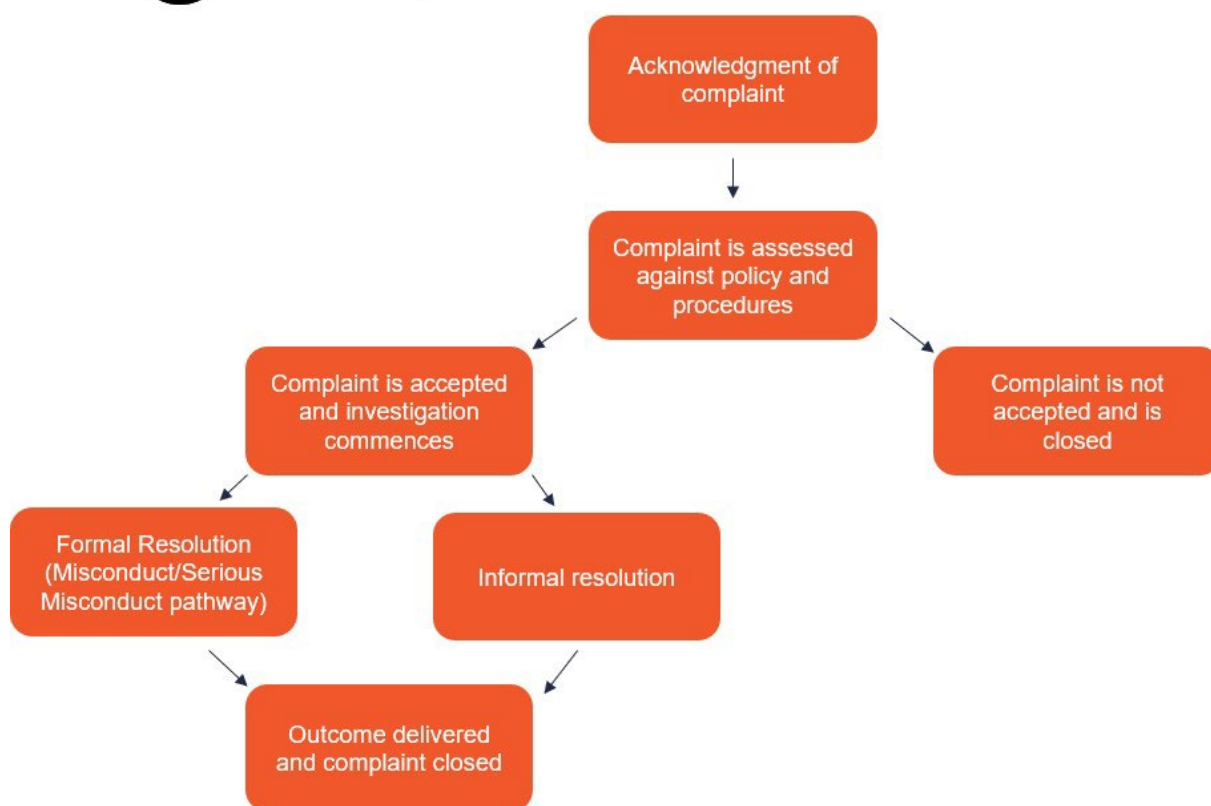
Support available

15. The University recognises that raising a complaint can be challenging. Staff are encouraged to access the Employee Assistance Program (EAP) for confidential support, counselling, and specialist helplines. Call 1300 687 327 or visit the [Employee Assistance Program](#) page for more information.
16. You may choose to have a Support Person accompany you during discussions related to the complaint. This person can provide emotional support. For details, refer to the [Support Person Fact Sheet](#).

Complaints process



Charles Sturt
University



Further information

17. Relevant documents include:

- [Bullying, Discrimination and Harassment Prevention Policy](#)
- [Bullying, Discrimination and Harassment Prevention Procedure](#)
- [Complaints Management Policy](#)
- [Complaints Procedure – Workplace](#)
- [Code of Conduct](#)
- [Charles Sturt University Enterprise Agreement 2023-2025](#)

What if I have further questions?

18. If you have further questions:

- Contact the DPC staff member who reached out to you.
- If you are unsure who to contact, email workplacerelations@csu.edu.au and a case manager will respond.