

FACT SHEET

Information for the Respondent of Bullying

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

Contents

Information for the Respondent of Bullying	2
About bullying complaints	2
What is bullying?	2
Being named as a respondent	2
How will you be notified.....	3
How the University manages the complaint.....	3
Timeframes	3
Complaints process.....	4
Confidentiality.....	4
Further information.....	4
Support available	5
Questions or assistance.....	5

Information for the Respondent of Bullying

This fact sheet provides guidance for staff members who have been named as the respondent in a bullying complaint. It outlines the process, expectations, and support available when the University receives and accepts a complaint of alleged bullying.

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. For clarity in this document:
 - The person making the complaint is referred to as the **complainant**.
 - The person the complaint is about is referred to as the **respondent**.

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.

Being named as a respondent

6. When a bullying complaint is received, DPC conducts an initial assessment to determine whether the

alleged behaviour, available evidence and any other relevant considerations; meet the definition of bullying.

- If the concerns do not meet the threshold, DPC may refer the matter back to the relevant School/Division for local management or close the complaint.
- If further consideration is required, DPC may commence a formal investigation and notify the respondent.

How will you be notified

7. A DPC representative will contact the respondent to arrange a confidential meeting.
 - This initial meeting is not for providing a response; it is to outline the complaint, explain the process, and clarify expectations.
 - A separate meeting will then be scheduled to allow the respondent to present information, evidence, or context.
 - Respondents may also nominate potential witnesses for DPC to interview.

How the University manages the complaint

8. DPC may conduct a formal investigation to determine, on the balance of probabilities, whether the alleged conduct occurred. The investigation may include:
 - Interviews with the complainant, respondent and relevant witnesses.
 - Review of documents and other evidence.
 - Preparation of a confidential investigation report outlining findings of fact.

A copy of this confidential report will be provided to the complainant and the respondent.

9. If findings of fact are made:
 - Outcomes may include a warning or, in more serious cases, referral to the Vice-Chancellor under the serious misconduct provisions of the Enterprise Agreement (Clause 38).
 - If no findings are made, DPC will finalise the complaint.
10. Interim measures may be implemented during the investigation to support workplace safety and continuity. These may include:
 - Temporary changes to reporting lines.
 - Adjustments to work locations.
 - Allocation of an alternative manager if the complaint involves a supervisor,
 - Other operational adjustments.

These measures are not punitive – they are designed to support you and ensure a fair process.

11. Respondents are generally instructed not to contact the complainant, and complainants are expected not to contact the respondent. Both parties must maintain confidentiality to protect the integrity of the process.

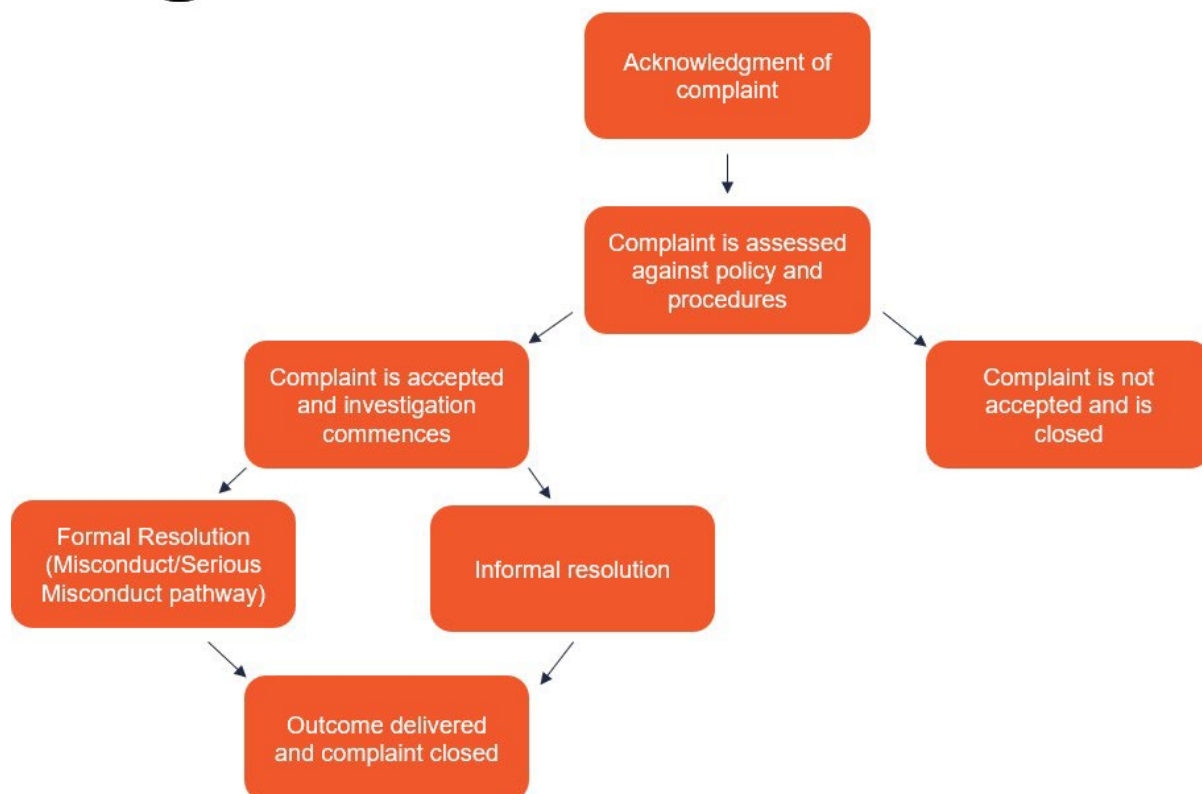
Timeframes

12. 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.
13. DPC aims to complete investigations promptly. However, the timeframe may vary depending on the complexity of the matter. DPC will keep all parties updated throughout the process.

Complaints process



Charles Sturt
University



Confidentiality

14. 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.
15. 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.

Further information

16. Relevant documents include:

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

Support available

17. The University recognises that being involved in a complaint process can be challenging. Respondents 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.
18. Respondents may bring a **Support Person** to meetings related to the complaint. This person may provide emotional support. For details, refer to the [Support Person Fact Sheet](#).

Questions or assistance

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