



Fact Sheet for the Complainant

This factsheet is for individuals who make a complaint with the University. It explains the process, expectations, and support available when a complaint is received and accepted by the University.

About Complaints

1. The University expects staff to always conduct themselves in a respectful and professional manner. Where a staff member has concerns, they should speak up (where possible) to their supervisor, the relevant Human Resources Business Partner in the Division of People and Culture (DPC) or submit a complaint through the University's complaint management system.
2. The person who makes the complaint is referred to in this document as the Complainant. The person about whom the complaint is made is the Respondent.

What do I need to do in making a complaint?

3. When you raise a complaint, you should provide as much information as possible clearly outlining your concerns and what resolution you are seeking. You should also submit any evidence including documents that you consider to be relevant to your concerns. If you have made a formal complaint through the Case IQ system, you can update the information you provided in the initial instance. You can also provide further information after the initial complaint has been made.
4. In making a complaint, you need to think about what you are seeking as a reasonable resolution to your complaint. If possible, this should be included in your initial complaint.

What does the University do when it receives a complaint?

5. Upon receiving a complaint, DPC will conduct an initial assessment. This assessment considers the alleged concerns, the initial evidence provided and other relevant factors. DPC uses the term 'alleged' and 'allegation' because complaints are managed in a manner consistent with the principles of procedural fairness. A complaint is a set of allegations until proven otherwise. Only complaints which fall within the scope of the policies can be managed under the Complaints framework.
6. The nature and severity of the complaint will be assessed and managed with the principles of objectivity, natural justice, and confidentiality, considering the potential impacts and consequences. DPC will then commence to manage the process consistent with relevant policies and procedures.

How will the University manage my complaint?

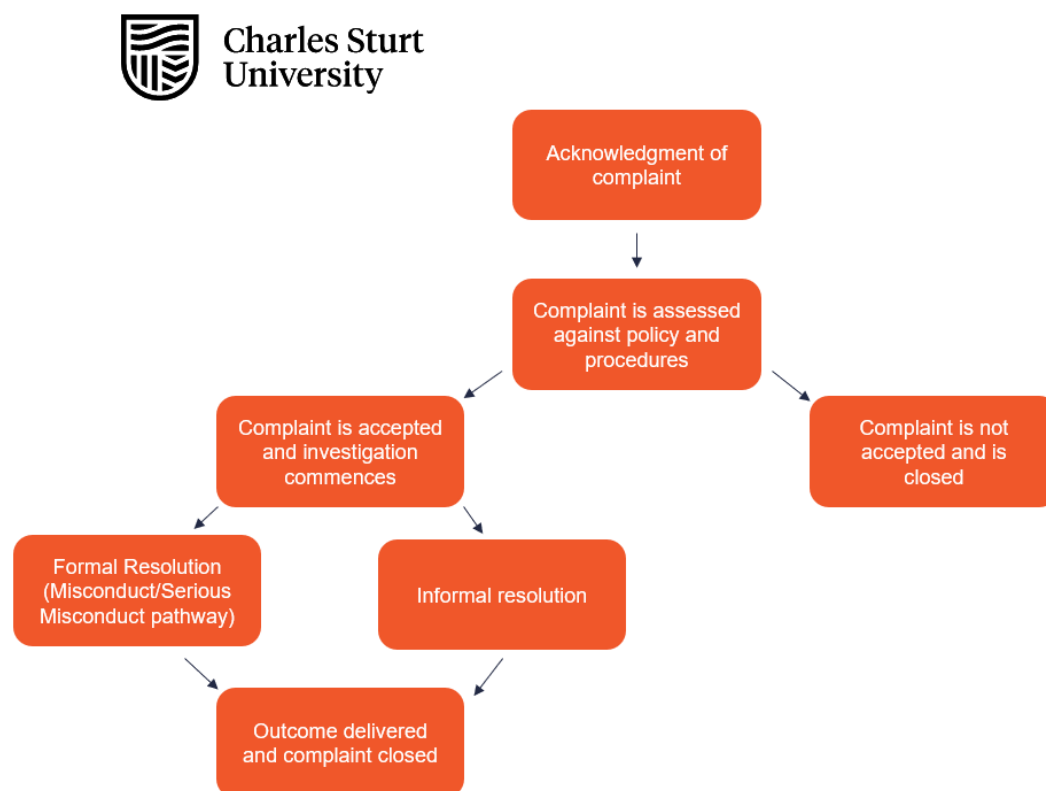
7. In addition to following relevant policies and procedures, DPC will work with relevant managers to identify and implement any interim strategies which need to be put in place whilst the complaint is being investigated. In circumstances where the complaint involves the complainant's immediate manager, another manager will be involved in this part of the process. These interim strategies can include changing reporting lines or work locations or other operational measures.
8. As a matter of practice, staff members who have been alleged to have engaged in serious misconduct are directed by the University not to contact the complainant. As a complainant, you are also required

not to have any contact with the respondent. Both the complainant and respondent are required to keep the complaint confidential so as not to prejudice any investigation or the outcome.

How long will the process take?

9. All complaints received by the University are managed consistent with the principle of procedural fairness. In practice, this requires the University to speak to relevant witnesses on record, collect relevant evidence and give the alleged individual subject to the complaint an opportunity to put forward any information in response to the complaint.
10. DPC always endeavours to finalise its investigations as quickly as possible. However, depending on the complexity of the concerns raised, investigations will take time. DPC will keep the parties of the complaint informed of any progress.

Complaints Process



Confidentiality

11. Any discussions with a DPC staff member as a Complainant, Respondent or as a Witness are confidential and there is an expectation and requirement that what is discussed and the fact the discussion has occurred be kept confidential and not discussed or disclosed with other staff members.
12. The University and DPC have legal obligations, including a duty of care, which require us to act when informed of specific issues. Personal information will not be disclosed except where required to manage the complaint, or by law or if there is a serious threat to the health and safety to yourself or others.



Further information

13. Further information can be found at the following links

<i>Document</i>	<i>Link</i>
Charles Sturt University Enterprise Agreement	Enterprise Agreement
Code of Conduct	Code of Conduct
Complaints Management Policy	Complaints Management Policy
Complaints Procedure – Workplace	Complaints Procedure - Workplace

Where can I get support?

14. The University understands that discussing complaints can be difficult. The University encourages complainants to reach out to the University's Employee Assistance Provider (EAP) for support by calling 1300 687 327. The EAP can provide support, counselling and specialist helplines. More information about the EAP services can be found at [Employee Assistance Program](#).
15. The University acknowledges that support may be required during the investigation process. Should you choose, a support person may accompany you and provide emotional support in discussions held with the University. For more information about the role and scope please see the Support Person Information Sheet.

What if I have further questions?

16. If you have further questions or would like to speak to someone then you should reach out to the relevant Division of People and Culture (DPC) staff member who is managing your complaint or sent you this fact sheet. If you are unsure of who this is, you can send an e-mail to dpccompliance@csu.edu.au and someone from DPC will get back to you.

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