

FACT SHEET

Information for the Complainant of Sexual Harassment

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

Contents

Information for the Complainant of Sexual Harassment	2
If you need immediate help	2
About sexual harassment complaints	2
What is sexual harassment?	2
Making a sexual harassment complaint.....	2
What happens after a complaint of sexual harassment is received?	3
How will the University manage my complaint?	3
How long will the process take?	3
Confidentiality	3
Further information	4
Support available	4
Questions or further support	4

Information for the Complainant of Sexual Harassment

This fact sheet supports staff who are considering making a complaint of sexual harassment at the University. It outlines the complaint process, explains what to expect, and highlights the support available when a sexual harassment 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 sexual harassment complaints

1. The University has a zero-tolerance approach to sexual harassment. All staff are expected to act respectfully and professionally at all times. If you experience or witness sexual harassment, you do not need to confront the person involved or attempt to resolve the matter yourself. Depending on what feels safest and most appropriate, you may choose to:
 - Speak to your supervisor (if you feel comfortable doing so).
 - Contact your Business Partner in the Division of People and Culture (DPC).
 - Submit a complaint through the University's [complaint management system](#).
 - Make a formal report to the police.
2. Terminology used in this document:
 - **Complainant** - the person making the complaint.
 - **Respondent** - the person the complaint is about.

What is sexual harassment?

3. Sexual harassment is any unwelcome or unwanted behaviour of a sexual nature that makes a person feel offended, humiliated, intimidated or distressed. It includes:
 - Unwelcome sexual advances or requests for sexual favours.
 - Other unwelcome sexual conduct towards a person.

Key Points:

- The *impact* of the behaviour, not the intention, determines whether it is sexual harassment.
- A single incident can constitute sexual harassment.
- Context matters: Behaviour that is acceptable in one setting may be inappropriate in another.
- What is considered unwelcome may vary depending on personal circumstances, cultural or social background and workplace or study relationships, including power imbalances.

Making a sexual harassment complaint

4. When submitting a complaint, clearly outline:
 - The conduct you believe constitutes sexual harassment.
 - The context in which it occurred.
 - Consider what you believe to be a fair and reasonable resolution and include this in your initial submission.

Attach any relevant documents or evidence. 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 sexual harassment is received?

5. When DPC receives a complaint, an initial assessment is conducted. This involves reviewing the information you have provided and considering any relevant evidence. The terms 'alleged', and 'allegation' are used to uphold procedural fairness which means that complaints remain allegations until they are substantiated. Your experience is taken seriously, and the University treats all complaints with care and respect.
6. The University considers sexual harassment to be serious misconduct. If the initial assessment indicates that the alleged behaviour may constitute sexual harassment, DPC will manage the matter under the serious misconduct provisions under the Charles Sturt University Enterprise Agreement (Clause 38).

How will the University manage my complaint?

7. While the complaint is investigated, DPC will work with relevant managers to put interim measures in place to support your safety and wellbeing. If your direct manager is involved, an alternative manager will be appointed. Interim measures may include:
 - Adjusting reporting lines.
 - Temporary changes to work locations.
 - Other operational arrangements to support safety and wellbeing.

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

8. To protect the integrity of the process and reduce distress, respondents are generally instructed not to contact the complainant, and complainants are expected not to contact the respondent. Confidentiality is important, but you are still free to seek personal support from trusted people outside of the workplace.

How long will the process take?

9. 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.
10. DPC aims to complete investigations promptly. However, the timeframe may vary depending on the complexity of the matter. You will be kept informed throughout the process.
11. If the matter has been reported to the police, the University may pause its internal processes until criminal investigations are complete. This is to avoid interference and to respect legal processes.

Confidentiality

12. 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 you with professional counselling and support). Maintaining confidentiality helps ensure a safe, respectful, and fair process for everyone involved. You can, however, discuss the matter with your trusted support people external to the University.
13. 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

14. Relevant documents include:

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

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](#).

Questions or further support

17. 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.