APPENDIX 2b: COMPLAINTS MANAGEMENT PROCEDURE FOR MEMBERS OF THE PUBLIC

INFORMAL RESOLUTION

The Complainant raises the matter that has caused their dissatisfaction with the Relevant Person / Staff Member most directly concerned in an attempt to promptly and informally resolve the matter.

Informally Resolved?

Yes

Complainant

No

Complainant

INFORMAL RESOLUTION WITH SUPPORT

If the Complainant is dissatisfied with the outcome of their direct attempts at informal resolution and further resolution is sought, the Complainant can engage a Facilitator and seek supported informal resolution of their matter.

Informally Resolved with support?

Yes

Complainant

No

Complainant

FORMAL RESOLUTION

If Complainant is dissatisfied with the outcome of their attempts at informal resolution and further resolution is sought, the Complainant may escalate their unresolved matter by submitting a Formal Complaint Form to the Registrar.

A University Decision-Maker will first assess the Formal Complaint. In particular, whether the matter:

1. may be capable of further attempts at informal resolution or
2. is better handled under an alternate University process

Satisfied with the outcome of the Formal Complaint?

Yes

Complainant

No

Complainant

REFERRAL TO AN EXTERNAL AGENCY

If the Complainant is dissatisfied with the outcome and further resolution is sought, the Complainant may refer their Complaint to a Relevant External Agency.

# There are times when the Complainant may feel uncomfortable about approaching the member of Staff or Relevant Person most directly concerned, particularly if the Complaint is serious or involves that particular member of Staff or Relevant Person. In such a situation the Complainant may directly escalate their Complaint to a Formal Complaint. Should the matter involve allegations of sexual misconduct (i.e. sexual assault, sexual harassment) you are also encouraged to access the dedicated support services and reporting avenues available at www.mq.edu.au/respect.

8 November 2017 - Per amendment to Procedure, note Registrar means the Deputy Vice-Chancellor (Academic) and Registrar