APPENDIX 1: COMPLAINT MANAGEMENT PROCEDURE FOR STUDENTS AND MEMBERS OF THE PUBLIC

HANDLING AND RESOLVING CONCERNS RAISED BY STUDENTS AND MEMBERS OF THE PUBLIC

MQ student or member of the public has a University related concern / area of dissatisfaction

Is it directed at the conduct of a student or student organisation?

Yes

To be handled and resolution sought in accordance with the Student Discipline Rules and Procedure.

For operational guidance and supporting resources see:

Appendix 1: Handling and resolving allegations of Academic Misconduct (process map with supporting resources)

Appendix 2: Handling and resolving allegations of General Misconduct (process map with supporting resources)

No

Relates to an area already allowing for review / appeal options or reporting procedures?

No

Initiate and seek resolution in accordance with the established review / appeal option or relevant reporting procedure.

Note: The University has separate and established review / appeal options and reporting procedures for matters including but not limited to those relating to:

- the academic standing of a student such as exclusion, progress and grades;
- a refund of student fees;
- possible Research Misconduct by staff;
- alleged breaches of the University’s animal ethics obligations;
- alleged breaches of the University’s child protection obligations;
- the reporting of suspected or actual corruption in public administration; or Public Interest Disclosures to facilitate the reporting of serious wrongdoing arising from corrupt conduct; maladministration; and serious and substantial waste in the public sector; or failure to exercise functions in accordance with any provision of the Government Information (Public Access) Act 2009 (NSW).

Yes

All other concerns / areas of dissatisfaction initiated by an MQ student or member of the public are complaints for the purposes of the Complaints Management Procedure for Students and Members of the Public (CMP).

Initiate and seek resolution in accordance with the established review / appeal option or relevant reporting procedure.

Note: The University has separate and established review / appeal options and reporting procedures for matters including but not limited to those relating to:

- the academic standing of a student such as exclusion, progress and grades;
- a refund of student fees;
- possible Research Misconduct by staff;
- alleged breaches of the University’s animal ethics obligations;
- alleged breaches of the University’s child protection obligations;
- the reporting of suspected or actual corruption in public administration; or Public Interest Disclosures to facilitate the reporting of serious wrongdoing arising from corrupt conduct; maladministration; and serious and substantial waste in the public sector; or failure to exercise functions in accordance with any provision of the Government Information (Public Access) Act 2009 (NSW).

Yes (to either question)

Handled and resolution sought in accordance with the CMP

Informal Resolution: MQ student or member of the public to first seek informal, local resolution with the relevant person / area most directly concerned (with support as required).

Yes (to either question)

Formal Resolution: MQ student or member of the public (if dissatisfied with attempts at informal resolution and seeking further resolution) may lodge a Formal Complaint.

Upon receipt, the University decision-maker will 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.

No (to both questions)

Handed and resolution sought in accordance with the CMP

Decision-Maker appoints an Investigator to conduct an Investigation of the Formal Complaint and complete an investigation report.

The University Decision-Maker will then review the investigation report and determine appropriate University response.

Is the complainant satisfied with the outcome of the Formal Complaint?

Yes

The complainant is satisfied with the outcome of their Formal Complaint.

No

Disqualified MQ student

Internal Review: if dissatisfied with the outcome of their Formal Complaint and further resolution is sought, an MQ Student may make a Request for Assistance to the MQ Student Ombudsman.

Referral to External Agency: if dissatisfied with the outcome provided by the MQ Student Ombudsman and further resolution is sought, an MQ Student may refer their complaint to a relevant External Agency.

Disqualified Member of the Public

Referral to External Agency: if dissatisfied with the outcome of their Formal Complaint and further resolution is sought, a Member of the Public may refer their complaint to a relevant External Agency.

1. a matter capable of further attempts at informal resolution to be directed to:
- Campus Wellbeing (Student Advocacy and Support Services) for a student complaint; or
- a relevant staff member for a complaint from a member of the public.

2. a matter better handled by an alternate University process directed accordingly. In particular, where a formal complaint alleges staff misconduct or serious misconduct as defined in the Enterprise Agreements or any other matter appropriately dealt with by an alternative process; the CMP may cease and the matter progressed in accordance with the applicable process outlined in the Enterprise Agreements, University Policy, Procedures and Rules or any other source.

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.