Complaint Management Procedure for Staff

**STAGE 1: Self Help**
- Staff member attempts to resolve the issue with the other person directly. NB. Assistance can be provided.
- Is self-help appropriate?

**Y**
- Complaint resolved?
- Is immediate escalation required?

**N**
- Staff member reports complaint to their immediate supervisor, or their supervisor’s manager.
- Should the complaint be handled under this procedure?

**N**
- Is escalation required?

**Y**
- Complaint referred to another more appropriate MQ procedure.

**N**
- Complaint referred to the next more senior level of management who considers whether there is value in taking further steps in stage 2 to assist with the resolution of the complaint.

**START**
- Staff member considers whether they can take steps to resolve the issue directly with the other person, if appropriate.

**Y**
- Is self-help appropriate?

**N**
- Is immediate escalation required?

**Y**
- Complainant reports complaint to their immediate supervisor.
- Should the complaint be handled under this procedure?

**N**
- Is escalation required?

**Y**
- Complaint referred to another more appropriate MQ procedure.

**N**
- Complaint referred to the next more senior level of management who considers whether there is value in taking further steps in stage 2 to assist with the resolution of the complaint.

**Y**
- The person who receives the complaint becomes the Complaint Handler. Complaint Handler considers & implements appropriate options for assisting with the resolution of the complaint. Options include:
  - supporting the Complainant to speak with the Respondent
  - meeting with the Complainant and Respondent to try to resolve the issue
  - mediation or other form of dispute resolution

**N**
- Complaint resolved?

**Y**
- Complaint is escalated to the Vice-President, Human Resources.

**END**
- Vice-President, Human Resources conducts preliminary assessment to decide how the complaint is to proceed which may involve mediation and/or investigation, other appropriate action or no further action.

**Y**
- Complaint resolved?

**N**
- Complaint not resolved

**END**

*Including:
- If the complaint is serious:
  - where there is a serious risk to health & safety;
  - where conduct is unlawful;
  - where there are serious prolonged or systemic issues
- If the complaint relates to a supervisor managing an employee in their employment

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If you have difficulty accessing these documents, please contact the Policy Unit policy@mq.edu.au or 9850 4791.