OVERVIEW OF COMPLAINT PROCEDURE

ATTEMPT TO RESOLVE THE ISSUE YOURSELF
If you feel comfortable doing so, approach the person directly. This is not a compulsory step.

MAKE A COMPLAINT
If you don’t feel comfortable approaching the person directly, or you tried this and it was not effective, you should make a complaint to your immediate supervisor (or another manager). There are two options for handling your complaint: the informal complaint procedure and the formal complaint procedure.

INFORMAL COMPLAINT PROCEDURE
Informal processes (such as, mediation and facilitated discussion) focus on finding a resolution which is acceptable to all parties, including the University. It is suited to less serious complaints or circumstances where a key aim of the process is to maintain relationships. Outcomes are determined through discussion and consultation with the parties concerned.

FORMAL COMPLAINT PROCEDURE
Involves a formal process of investigating allegations and making findings. It is suited to more serious complaints (e.g. may lead to disciplinary action) and factual disputes. It may also be appropriate if the informal procedure is tried and failed. All formal complaints will be recorded on a central register. (See separate Flow Chart B)

APPEAL
If a staff member is dissatisfied with the handling of his/her complaint, he/she may appeal in writing to the Director, HR. Appeals are limited to procedural matters only.

The University Complaint Officer may also provide advice about options throughout the complaint handling process.

Employees can seek advice from the University Complaint Officer about their options.