1. Scope

These procedures support the Fair Treatment Policy and the Student Grievance Management Policy.

2. Introduction

These procedures cover the four steps of the University’s approach to resolution of complaints by students about discriminatory or unfair behaviour in breach of the Fair Treatment Policy. The four steps are:

i. Informal discussion
ii. Formal Review
iii. Internal Appeal
iv. External Review and Appeal.

3. Step 1

Contact the person responsible for the discriminatory or unfair behaviour with details of the complaint and the action the student wishes that person to take. Contact may be by phone, in person, or by email.

If uncomfortable about contacting the person who is the subject of the complaint, seek assistance from a student adviser to develop strategies for dealing with the grievance informally and quickly.

If the matter cannot be resolved by informal discussion, proceed to Step 2.

4. Step 2

Submit a written statement containing a description of the discriminatory or unfair behaviour and the name of the person responsible. Given that complaints of discriminatory or unfair behaviour often involve sensitive matters, extensive detail is not required at this stage.
To whom is the statement submitted? 
The supervisor of the person about whom the complaint is made. [For complaints against students, this will normally be the Head of the School to which the complainant belongs. If the complainant is not sure who the supervisor is, ask a student adviser or their own Head of School.]

Supervisor’s responsibilities

a. Meet with the student lodging the complaint as early as possible, but within 10 working days, to obtain full details of the complaint and the resolution sought by the student. Inform the student of the need for confidentiality and of the victimisation provisions of the Fair Treatment Policy. The student may be accompanied at the meeting by a support person who is not a legal representative.

b. Promptly after the meeting with the complainant, meet with the person who is the subject of the complaint, and inform them of its substance, seek their cooperation in reaching a resolution, inform them of the need for confidentiality, and remind them of the behaviours that are prohibited by the Fair Treatment Policy including victimisation. The person may be accompanied at the meeting by a support person who is not a legal representative.

c. Promptly make any other inquiries necessary to establish whether the complaint is substantiated and how it can best be resolved.

d. If during the investigation it becomes apparent to the supervisor that there has been conduct that constitutes serious breach of the Student Misconduct Policy or the Staff Misconduct Policy, refer the matter to the Academic Director (in respect of misconduct by students) or the Chief Operating Officer (in respect of misconduct by staff).

e. Determine an outcome for resolution of the complaint. Options may include:
   - that there is no substance to the grievance;
   - that the person about whom the complaint is made is directed to cease the behaviour which is in breach of the Fair Treatment Policy;
   - that the person about whom the complaint is made is directed to provide a formal apology to the aggrieved party;
   - that the person about whom the complaint is made provides an undertaking in writing not to repeat the behaviour which is in breach of the Fair Treatment Policy;
   - that the person about whom the complaint is made is given a written warning indicating that further behaviour in breach of the Fair Treatment Policy will be referred directly to the Academic Director for determination in accord with the Student Misconduct Policy (in the case of students) or the Chief Operating Officer in accord with the Staff Misconduct Policy (in respect of misconduct by staff).
f. Notify both parties of the outcome in writing to their University email account.

5. **Step 3**

If the student making the complaint of discriminatory or unfair behaviour is not satisfied with the outcome of Step 2, they may apply to have the matter heard by the Student Grievance and Appeals Committee.

See the Student Grievance and Appeals Committee Procedure for information about the Student Grievance and Appeals Committee process.

6. **Step 4**

Seek external appeal and review as per clause 6.4 of the [Student Grievance Management Policy](#).