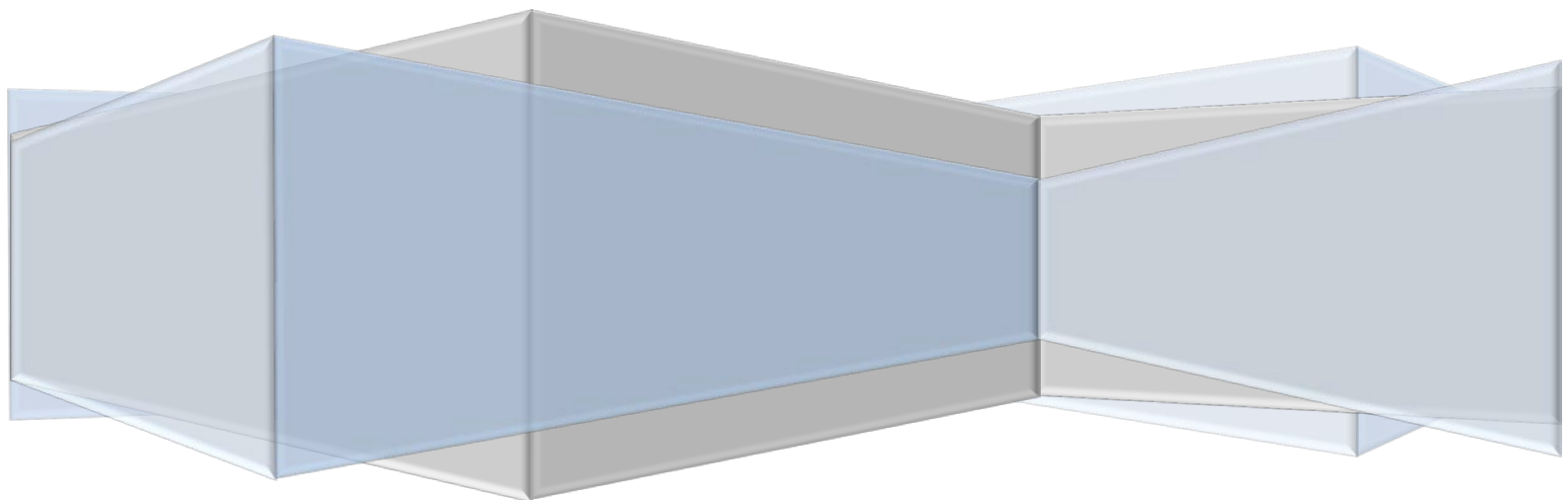


# **Complaint Handling**

## **Protocol for interacting with the ISU**

For ISU clients



**27 July 2015**

# Protocol for interacting with the ISU

## Introduction

1. The ISU shares and promotes the University's values of Integrity, Respect, Courage, Impact and Excellence.
2. In line with the University's values, the ISU is obliged, and expects its clients, at all times to communicate and conduct themselves in a reasonable, lawful and appropriate manner.

## Correspondence

3. Any correspondence received by an ISU officer, whether in hardcopy or electronic form, which the ISU officer assesses to contain abusive or threatening language, adverse personal reflections on individuals, inflammatory statements or any material that is clearly intended to threaten, intimidate or harass will entitle the ISU officer to formally notify the author that they will not receive a substantive reply to this or to similarly inappropriate communications.

## Telephone calls

4. An ISU officer may, at their discretion, terminate a phone conversation where, following due warning, the other party concerned continues to use inappropriate language or behaves in an otherwise inappropriate manner e.g. communicating in an overtly aggressive or threatening manner.
5. In the case of the other party persistently using inappropriate language in communicating with the ISU officer, the other party will be advised to limit future contact to written correspondence or telephone contact only with the Director ISU. Where considered necessary, the Director ISU will write to the other party asking them to so limit their contact.

## Face-to-face contact

6. An ISU officer may, at their discretion, terminate a face-to-face meeting, conversation or consultation where, following due warning, the other party concerned continues to use inappropriate language or behave otherwise inappropriately.
7. An ISU officer will immediately terminate a face-to-face meeting, conversation or consultation where the ISU officer determines there is imminent danger of assault or serious harassment. In such situations, the ISU officer may, at their discretion, also contact the Police, contact Curtin security or undertake any necessary action to alert other staff to the situation.