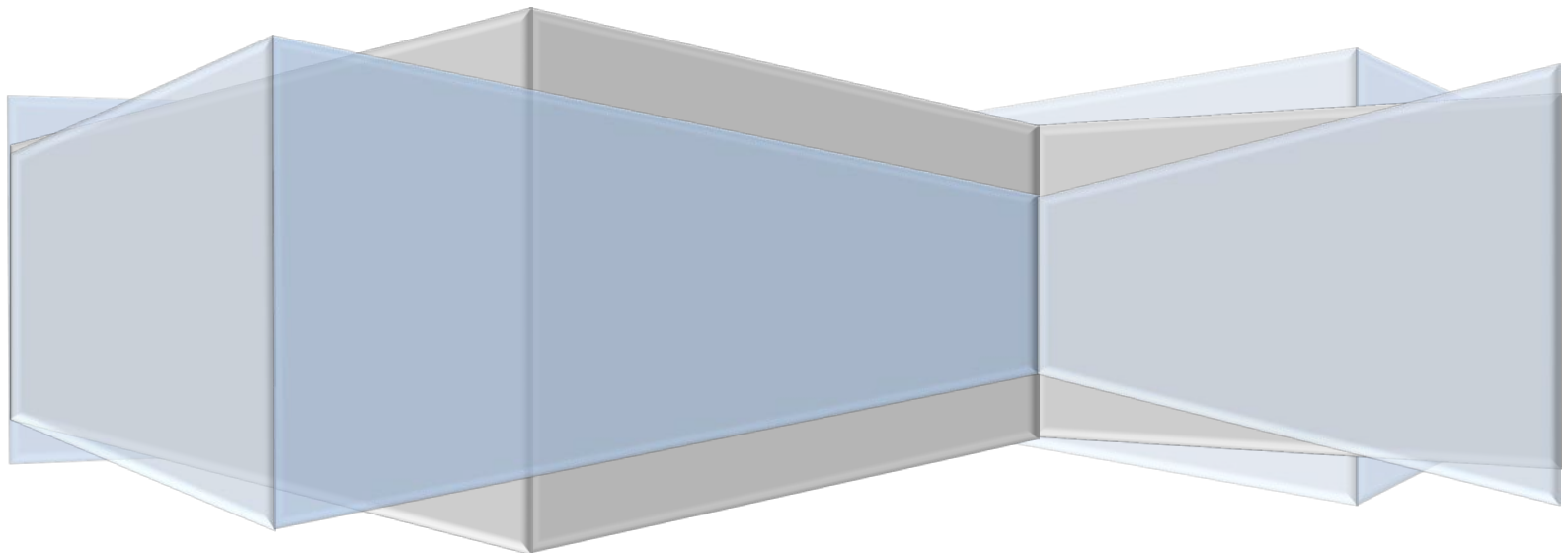


# Complaint Handling

## Statement of Expectations and Obligations

The expectations and obligations of key parties to a complaint



8 Nov 2017

## Introduction

Curtin University (the University) takes complaints seriously. The parties to a complaint can expect that the complaints process will be fair and open and, as such, the right to complain brings with it a set of expectations and obligations for the:

<b>COMPLAINANT</b>	the person who has made the complaint
<b>LINE MANAGER</b>	the University person assigned to handle the complaint
<b>RESPONDENT</b>	the University person(s) who is/are identified as being responsible for a prior, current or proposed decision, act or omission about which the complaint has been made

The expectations and obligations for each of the above parties are shown on the following pages<sup>1</sup>.

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<sup>1</sup> The ISU acknowledges Ms Liz Halsmith, former Manager, Conflict Resolution and Equity Strategies Consultant, who has contributed to and kindly permitted the inclusion of, selected text in this document.

## THE LINE MANAGER ...

### CAN EXPECT:

1.1	Honesty, cooperation and reasonable assistance from complainants.
1.2	To be treated with courtesy and respect.
1.3	To not have their working environment made unsafe or unhealthy through having to deal with complaints that are assigned to them.
1.4	To modify, curtail or decline service (if appropriate and after seeking advice) in response to unacceptable or unreasonable behaviour by a complainant.

### IS EXPECTED TO:

1.5	Give adequate warning of the consequences of unacceptable or unreasonable behaviour.
1.6	Determine whether, and if so how, a complaint will be dealt with, including analysing whether they are the most appropriate decision maker. If they have any conflict of interest or bias in relation to the matter or any parties involved in the complaint, they are required to advise the ISU and request that the matter be delegated to their line manager.
1.7	Deal professionally, fairly and impartially with complainants and associated parties and in accordance with the University's Code of Conduct, Values and Signature Behaviours. This includes treating complainants and respondents with courtesy and respect at all times and in all circumstances.
1.8	Take all reasonable and practical steps to ensure that complainants are not subjected to any detrimental action in reprisal for making their complaint.
1.9	<u>Act immediately</u> to address any safety, security and wellbeing concerns involving the complainant, respondent or other parties, regardless of the point at which they arise during the complaint resolution process.
1.10	Provide complainants with a reasonable opportunity to explain their complaint, subject to the circumstances of the case and the conduct of the complainant.
1.11	Provide reasonable assistance to complainants during the complaints process and keep complainants informed, as appropriate, of the actions taken and the outcome of their complaints.
1.12	Inform those who are the subject of a complaint, at an appropriate time, about the nature of the complaint.
1.13	Give those who are the subject of a complaint a reasonable opportunity to put their case during the course of any enquiry or investigation and before any final decision is made.
1.14	Come to an informed decision on the merits of the complaint and the most appropriate course of action. As someone acting on behalf of the University, such a decision is made in the best interests of the University, in the circumstances.
1.15	Give complainants reasons that are clear and appropriate to their circumstances and adequately explain the basis of any decisions that affect them.

## THE COMPLAINANT ...

### CAN EXPECT:

2.1	To have their complaint resolved at the most appropriate level of the University and at the earliest opportunity.
2.2	To have their complaint formally acknowledged by the assigned Line Manager within five working days of the line manager receiving the complaint.
2.3	To have the assigned Line Manager commence addressing their complaint within ten working days of the manager being made aware of it.

<b>THE COMPLAINANT ...</b>	
2.4	That the assessment of their complaint will be fair and impartial and, where the assigned Line Manager deems it appropriate, that any investigation of the complaint will be based on the merits of the case and the complainant given a fair hearing.
2.5	To be informed at least in general terms about the actions taken and the outcome of their complaint, with as much information about the resolution as privacy and confidentiality of the affected parties permits.
2.6	To be treated with courtesy and respect at all times.
2.7	To communicate valid concerns and views without fear of reprisal or other unreasonable responses.
<b>IS EXPECTED TO:</b>	
2.8	Express their opinion in ways that are reasonable, lawful and appropriate.
2.9	Clearly identify to the best of their ability the issues of the complaint.
2.10	Provide, to the best of their ability, all the relevant information available to them at the time of making the complaint.
2.11	Be honest in their communications with the University.
2.12	Treat University staff with courtesy and respect at all times.

<b>THE RESPONDENT ...</b>	
<b>CAN EXPECT:</b>	
3.1	That the assessment of the complaint will be fair and impartial and, where the assigned Line Manager deems it appropriate, that any investigation of the complaint will be based on the merits of the case and the respondent given a fair hearing.
3.2	To be treated with courtesy and respect and in accordance with the University's Code of Conduct, Values and Signature Behaviours.
3.3	To be informed, at the appropriate time, of the substance of any complaint made against them.
3.4	To be given a reasonable opportunity to put their case during the course of any enquiry or investigation and before any final decision is made.
3.5	To be informed of the outcome of any enquiry or investigation, including the substance of any proposed adverse comment or decision relating to them, and given the opportunity to respond before the decision is finalised.
<b>IS EXPECTED TO:</b>	
3.6	Be honest in all communications.
3.7	Treat University staff with courtesy and respect at all times and under all circumstances.
3.8	Refrain from taking any detrimental action against the complainant in reprisal for making the complaint.