

COMPLAINT NOTIFICATION INFORMATION

Complaint handling overview

As the assigned line manager, there are a number of important steps that should be followed in resolving any complaint. These are detailed in the document [Line Manager Guidelines – How to effectively deal with complaints](#) (*Line Manager Guidelines*) which you may find helpful. The steps are summarised below.

Conduct preliminary checks and assessment

1. If possible and where relevant, take time to make contact with the complainant to discuss their concerns. This can be done over the phone or by meeting with the complainant.
2. Determine if the complaint identifies any personal safety, security or wellbeing concerns or other immediate health, safety or other risks in the workplace. These need to be addressed immediately.

NOTE: if the complaint alleges sexual harassment or sexual assault, refer to this [web page](#) for important information.

3. Take sufficient time to review and assess the subject matter of the complaint, and what the complainant is seeking.

Undertake enquiry and review

1. Consult relevant policies, procedures, other documentation, the Staff Agreement, appropriate policy advisers / subject matter experts, and interview witnesses and other staff (where necessary).
2. Identify the most appropriate means to promptly inform the respondent that they are the subject of a complaint that has been received.
3. Review all relevant information obtained, including the respondent's response to the complaint and information provided by other parties.

Make a decision and implement it

1. Make an informed decision on the merits of the matter and the most appropriate next course of action.
2. Note and address any systemic, procedural, cultural, training or communication issues.
3. Formally communicate your decision to the **complainant** via a [Complaint Resolution Letter](#) (template is provided on the ISU website).
4. Formally communicate your decision to the **respondent** (where relevant) via email or a letter.
5. At the conclusion of the process, forward all correspondence relating to the matter to the email address ISU-CaseManagement@curtin.edu.au (and don't forget to include the complaint ID in the subject line).
6. Click on the **Checklist** button found on the email that was sent to you when you first acknowledged acceptance of the complaint. Complete the Complaint Handling Checklist that appears and submit it; this will automatically send a request to the ISU to close the complaint.

Complaint Subject Matter

The process involved in addressing a complaint is affected by the subject matter of that complaint. As such, please take time to read your complaint carefully and consider whether one or more of the following apply. (NOTE: these are explained in more detail in the Line Manager Guidelines): Does the matter concern:

- **NEGATIVE FEEDBACK?**
Where someone expresses general dissatisfaction or makes uncomplimentary remarks about a particular action, decision or omission of the University, then it is still necessary to enquire into the matter and provide a response (though the full complaint resolution process may not apply).
- **A GRIEVANCE?**
Where a matter involves allegations of inappropriate or unfair actions, behaviours or a decision which have adversely affected the complainant in their dealings with the University, then use the *Line Manager Guidelines* as the framework for assessing the veracity of the complaint and coming to a resolution.
- **INAPPROPRIATE BEHAVIOUR / STAFF MISCONDUCT?**
Apart from applying the *Line Manager Guidelines*, if the complaint alleges staff misconduct / serious misconduct, you are also required to address matters in accordance with the relevant misconduct section in the applicable Staff Agreement. Please consult with your People Business Partner (PBP) for guidance.
- **BREACHES OF THE RESPONSIBLE CONDUCT OF RESEARCH?**
Apart from applying the *Line Manager Guidelines*, if the complaint involves potential breaches of the responsible conduct of research as described in the [Australian Code for the Responsible Conduct of Research](#), then

consideration should be given to the associated [investigation guide](#) to investigate and manage these breaches. Refer to the Manager Research Integrity for guidance.

- **INTERPERSONAL CONFLICT, DISPUTES OR ISSUES RELATED TO EQUAL OPPORTUNITY?**

Consider contacting People & Culture for assistance in managing conflict in the workplace, or emailing eesj@curtin.edu.au for information on rights and responsibilities under equal opportunity legislation.

- **A COMBINATION OF MATTERS?**

Where a notification covers a combination of different types of complaints, then appropriate action needs to be taken on each separate matter, depending on its nature. Where necessary, please seek advice and assistance from the ISU or your People Business Partner (PBP).

Where the matter reported indicates possible **breaches of University legislation and regulations**, we have copied in the relevant compliance officer for their information and action where necessary. As a manager, you also have a duty to uphold and monitor compliance within your area of responsibility. Please refer to the following links for further information on monitoring and reporting compliance breaches.

<https://policies.curtin.edu.au/>

<https://policies.curtin.edu.au/legislation/externallegislation.cfm>