



## Integrity and Standards Unit

### INFORMATION SHEET (No. 1, March 2015)

Dear Colleagues, we hope you find the following information useful and of interest.

#### 2014 Complaint Data Summary

In the 12 months ending 31 December 2014:

- 281 complaint matters were processed by the ISU.
- 189 other matters received concerned feedback, enquiries, and matters to be dealt with by other areas; these were directed to the appropriate party for information or action as they did not meet the definition of *complaint* under our policy.
- One in every two complaints were made by students while around one in every four originated from staff. The rest came from the public or were anonymous.
- Around six in every ten complaints registered were dealt with by the four Faculties.
- Only around 10% of all 2014 processed complaints were still awaiting resolution at year end (with over 85% of these having been registered in the last quarter of 2014).
- Of the total number of complaint matters finalised by year end, on average around four in ten were *upheld*.
- In terms of *upheld* complaints during 2014, the two predominant categories of complaint made concerned *General Misconduct* and *Teaching*.
- The majority of teaching-related complaints concerned *Quality of teaching / support / guidance / feedback*. Other categories reported against were: *Quality of lectures*, *Quality of course materials*, *Examination supervision* and *Other*.

#### Registering a Complaint – Accessibility Options

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We all know where to register a [complaint, concern or compliance breach](#), right?

But did you know that the ISU also provides various accessibility options for registering a complaint (<http://complaints.curtin.edu.au/management/advice.cfm>), including:

- Completing a complaint notification on behalf of a complainant
- Providing a hard copy complaint notification form for use
- Use of translation services
- Meeting complainants in a more accessible location

In addition, the ISU website can be accessed using Browsealoud and other assistive technologies to make it easier for you to use online screens – refer to:

<http://www.curtin.edu.au/accessibility/>

***NOTE: Further changes will be made to the ISU Accessibility options web page in the near future, in accordance with the ISU's commitment to the Disability Access and Inclusion Plan 2012 - 2017.***

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## Conflicts of Interest

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What is a conflict of interest?

**In simple terms, a conflict of interest is where your personal interests or circumstances could influence, or could appear to influence, the performance of duties that have been assigned to you.**

A conflict of interest may arise at any time during your employment with the University e.g. where you are:

- on a staff recruitment panel and one of the applicants is a relative or close friend.
- involved in the selection of a supplier of goods or services to the University and you have a financial interest or relationship with one of the tendering parties.
- teaching or supervising a student where that student is a relative or close friend.
- in a personal relationship with one of your students.

Conflicts of interest may be actual, potential or perceived. Examples are provided in the [Conflict of Interest procedures](#).

You have a responsibility to formally register your actual, perceived or potential conflict of interest (in sufficient detail) via the [ISU Conflicts of Interest portal](#).

As part of this registration process, you are asked to nominate your line manager as the person who will make the decision as to whether a conflict actually exists and therefore, how it should be dealt with.

Once registered, an email is automatically generated and sent to the nominated line manager who is also

### **For the first time, Murdoch University has revealed details of evidence uncovered during an investigation into senior academics.**

Speculation has been rife among staff since vice-chancellor Richard Higgott was suspended two months ago after an internal investigation into misconduct allegations was handed to the Corruption and Crime Commission.

Professor Higgott resigned last month. His deputy, provost Ann Capling, is also under investigation by the university and several other senior staff face allegations.

Chancellor David Flanagan told ABC radio yesterday that one of the more serious matters included evidence of misleading and deceiving the CCG.

"We also identified evidence, which formed part of that report to the CCG, of significant conflicts of interest and a lack of proper process around key staff appointments," he said.

"We also found evidence of instances involving the destruction of documents under the State Records Act and the Freedom of Information Act."

responsible for informing you of their decision in relation to the conflict of interest and ensuring that the nominated strategy is properly carried out.

**NOTE: Having a conflict of interest is not necessarily wrong or bad! Its whether it is fully disclosed to the University (by you) as soon as possible and adequately considered and addressed (by your manager) in a prompt manner that is important. if you are unsure whether to register what you believe to be a conflict of interest, please seek advice from your line manager or the ISU.**

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## Gifts, Benefits and Hospitality

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Do you know what the expectations of the University are in relation to the receipt of gifts, benefits and hospitality from external parties in the course of your employment with the University?

If so, then you would know what to do in the event that, for example, you:

- won an iPad as a door prize at a University-paid conference;
- were offered free VIP tickets to a concert event under a Curtin University sponsorship agreement which you manage; or
- received an invitation to dinner from an external party who is tendering on a contract where you are on the tender selection panel.

### Shopping vouchers not such a gift

The Corruption and Crime Commission is urging Government leaders to ensure their employees know they should not accept personal shopping vouchers offered by some event organisers as incentives for registering early for conferences and workshops. CCC Deputy Director Corruption Prevention, Catherine Sambell, said it was entirely inappropriate for public officers attending work-related events at public expense to accept benefits such as \$100 department store shopping vouchers.

For more information, please check out the Gift Guidelines located in Appendix 2 of the [Conflict of Interest procedures](#).

Gifts, benefits and hospitality as described in the Gift Guidelines should be registered and processed via the Conflicts of Interest portal.

**NOTE: Regardless of the value of a gift, benefit or hospitality, it should never be accepted if, by doing so, a conflict of interest is created. For advice on these matters, please contact the ISU.**

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## New ISU Staff Member

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**Ms Kate McConigley** started with us on 2 March 2015 as our new Investigations Consultant.

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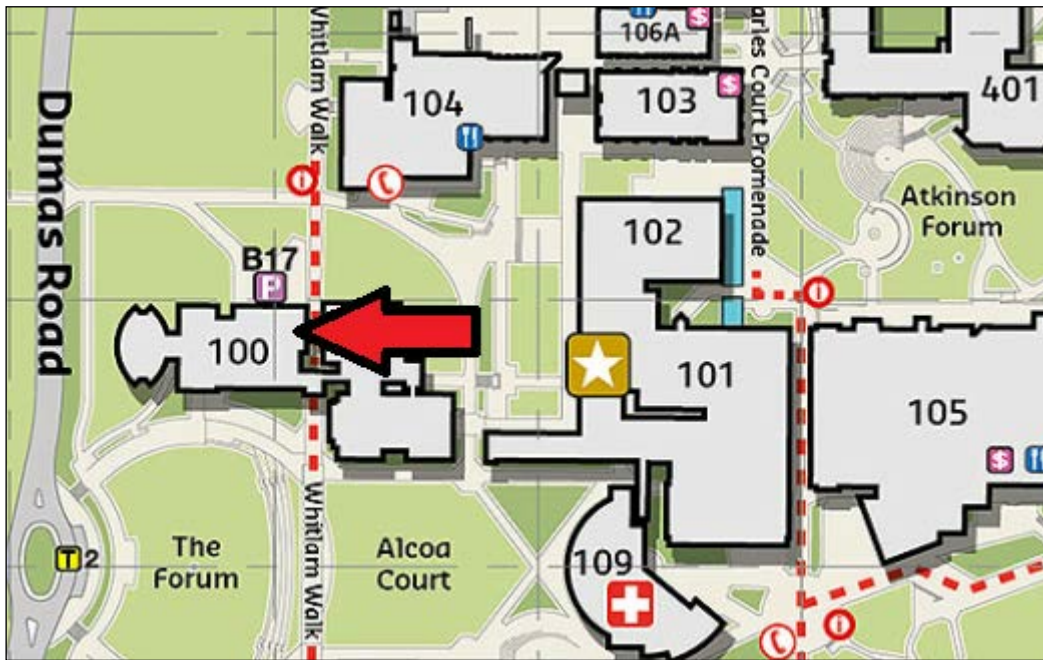
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## Location

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Our office is located on level 4, Building 100 at Bentley campus.



## Other Important Links

- [ISU Home page](#)
- [The Code of Conduct](#)
- [Valuing Integrity booklet](#)
- [Complaints Policy](#)
- [Complaints Procedures](#)
- [How to make a public interest disclosure \(PID\)](#)
- [Information on fraud and corruption prevention](#)
- [Compliance \(landing page\)](#)

## Contacts

Complaints mailbox: [complaints@curtin.edu.au](mailto:complaints@curtin.edu.au)

**Make tomorrow better.**