Once you have read the complaint details, you need to respond as soon as possible (within five working days) by clicking on one of the above three options.

2. **Acceptance of a new complaint**

If you ACCEPT the complaint, you will receive an email acknowledging your acceptance (which you later use to close the complaint).

Your acceptance also automatically triggers the sending of an acknowledgement email to the complainant (if known).

You can now commence working on your complaint (and you should do so within 10 working days of having received it).

The **complainant experience**

The ISU has been seeking feedback from complainants since March 2017 by asking them to complete a six question Complainant Experience Questionnaire (after their complaint has been closed).

What do you think have been the main areas of concern identified from the responses received to-date?

1. 8 of 10 respondents stated they were not sufficiently kept informed of how the resolution of their complaint was progressing during the complaint resolution process.
2. 7 of 10 respondents stated they received no or inadequate formal notification of the outcome of their complaint (in terms of the decision made and the basis for that decision).
3. 3 of 10 respondents believed they were not treated respectfully during the resolution of their complaint.

Something worth considering and focusing on when dealing with new complainants.

**Make tomorrow better.**
How to blow the whistle on “wrongdoing”

Did you know that Western Australia has its own Public Interest Disclosure (PID) Act, which enables any person to make a “protected disclosure” about actual or proposed “wrongdoing” that has been identified in state public sector agencies or authorities (such as Curtin University). In other words, the ability to “to blow the whistle”!

Such disclosures are commonly referred to as PIDs (or public interest disclosures). If a PID is made which meets the conditions for disclosure under the Act, then the discloser’s identity cannot be revealed and there is no avenue for reprisals to occur against the discloser for making the disclosure.

However, the conditions for making a disclosure are complex, so advice should first be obtained from Curtin’s PID officers (within the ISU). For more information, please click on this link.

Spotlight on the Code of Conduct

At the heart of the Curtin Code of Conduct (the Code) are seven (7) professional standards of conduct that the University expects all parties to the Code to meet in conducting their day-to-day work and when interacting with other members of the University community.

But from a complaints perspective, which of the seven professional standards do you think gets the most attention?

It should not be surprising to anyone that when it comes to complaints concerning alleged staff misconduct, the spotlight tends to fall mostly on breaches of standard no. 2 (Personal and Professional Behaviour) i.e.

The University expects that you will conduct yourself in a professional manner at all times and refrain from any activities or behaviours that may harm the reputation or wellbeing of others, or could bring the University into disrepute.

It is worthwhile looking at standard no. 2 (with its accompanying sub-statements) every once in a while just to refresh yourself on what it means to comply with the Code in respect of this standard.

ISU training workshops

The ISU recently conducted five (5) training workshops for staff during Sept 2018 which covered the following topics:

1. Avoiding Conflicts of Interest
2. Fraud and Corruption – Prevent, Detect and Respond
3. Managing Complaints
4. Fact Finding
5. Blowing the Whistle – the PID Act, and Reporting Misconduct – the CCM Act

The workshops will not be scheduled again until May 2019. However, should a business unit require a session to be conducted before then, this can be arranged assuming there are sufficient attendees. More information on what each workshop covers is found in the iPerform system.

How to deter fraudulent and corrupt behaviour

While none of us want to doubt our co-workers and their honesty, and most people would never engage in fraudulent and corrupt conduct at work, no organisation anywhere can operate on trust alone.

We must all understand and accept the reality that fraud is possible and some people will act corruptly. So while trust is important, trust is not an internal control! Relying on trust alone is asking for trouble particularly in those areas of an organisation where there is a greater risk of trust being breached.

What then can you do personally to effectively deter fraud and corruption in the workplace? Depending on your role:

- “Lead by example” i.e. set the right tone, walk the talk, and take appropriate steps to ensure that your internal controls are adequate and operating effectively.
- Be constantly aware of where fraud and corruption is likely i.e. understand and manage the areas of risk under your control.
- Acquire a good understanding of why people may engage in fraudulent or corrupt activity and be on the look out for “red flags” which may be an indicator of such behaviour (i.e. get some training!).
- Say NO! to anything that sounds or looks suspicious, improper or illegal, and encourage others to do the same.
- Have the courage to speak out and speak up when you see something that just doesn’t look or feel right.

Secondary employment versus multiple roles / conflicts of duty

There seems to be some confusion amongst staff when it comes to registering conflicts of interest relating to Secondary Employment versus those relating to Multiple Roles /Conflicts of Duty.

Please use the Secondary Employment category if your secondary engagement is with an entity external to Curtin, and Multiple Roles /Conflicts of Duty where Curtin has assigned you a secondary role as an addition to your substantive position e.g. you have been appointed as a director in a company in which Curtin has a controlling or other interest. For more information, please review Appendix 1 in the Conflict of Interest procedures.

CONTACT:

Integrity and Standards Unit (ISU)
Room 430, Level 4, Building 100
Bentley Campus, Curtin University

Postal address:
GPO Box U1987, Perth WA 6845

Tel: +61 8 9266 9184
Email: complaints@curtin.edu.au
Web: complaints.curtin.edu.au