STUDENT COMPLAINTS MANAGEMENT PROCESS MAP

STAGE ONE - INFORMAL PROCESS

- Students should seek to resolve complaints about the products and services provided by the University by talking directly to the staff member who provided the product or service.
- If it is inappropriate or not possible to contact the person most directly involved, a student may contact the Senior Officer in the area concerned. Students can expect that complaints will be treated promptly, seriously and receive due consideration (any staff member approached by a student with a complaint is to attempt to resolve the complaint informally within 5 working days).
- Students should seek advice, particularly if the complaint is serious.

Does the student have a complaint about a product or service provided by the University?

- Yes
- No

Does the student want to talk directly to the staff member who provided the product or service?

- Yes
- No

Student to talk to the staff member who provided the product or service.

Complaint resolved?

- Yes
- No

No further action required

Go to Stage Two

Advice available

Governance Services
- Equity and Diversity Unit
- Student representative groups
- Student Central
- Chaplaincy Services
- Counselling Services
- Health Services
- Faculty Offices

Advice available

23 March 2004
The Senior Officer to convene a meeting with the student to discuss the complaint and propose an informal process for resolution through mediation.

Senior Officer will record details of the nature of the complaint but not the names of any parties.

The Senior Officer may convene meetings between the student and any staff members concerned and their immediate supervisor.

All parties are to have access to all relevant materials and sufficient time to prepare their response.

The Senior Officer will assist all parties to reach agreement on the most appropriate way to resolve the complaint.

The Senior Officer will explain the reasons for any decision to the complainant(s) and respondent(s).

COMPLAINT RESOLVED?

No

GO TO STAGE TWO

Yes

SIGN-OFF: Senior Officer will record the nature of the complaint and outcome and forward a completed data collection return to Governance Services for reporting purposes.
STUDENT COMPLAINTS MANAGEMENT PROCESS

STAGE TWO - FORMAL PROCESS

- When a complaint about a product or service provided by the University cannot be resolved informally by discussion and mediation with the staff member or Senior Officer concerned, a formal complaint may be lodged with the University Complaints Officer.
- If a student has made no attempt to resolve their complaint informally, completed Student Complaint Forms will be forwarded to the relevant Senior Officer for appropriate action pursuant to Stage One - Informal Process.
- Complaints that are found to be outside the domain of the Student Complaints Policy will be directed to the appropriate channels. All formal complaints are to be considered under relevant University policies.
- Students should seek advice, particularly if the complaint is serious.

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**Is complaint related to: Academic progress?**

- **Yes**: Student should follow normal appeals process - see Admission, Enrolment and Academic Progress Rules. Contact: Director, Student Service Centre.
- **No**: If equity related, student should follow procedures contained in Policy on Prevention of Harassment and Guidelines for the Resolution of Reported Complaints. Contact: Equity and Diversity Officer - students.

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**Another student's conduct?**

- **Yes**: If non-equity related, student should refer to process contained in Statute 22 - Student Obligations. Contact: Director, Student Service Centre.
- **No**: If equity related, student should follow procedures contained in Policy on Prevention of Harassment and Guidelines for the Resolution of Reported Complaints. Contact: Equity and Diversity Officer - students.

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**A staff member's conduct?**

- **Yes**: If non-equity related, student should pursue the matter under the Staff Code of Conduct. Contact: Director, Human Resources.
- **No**: If equity related, student should follow procedures contained in Policy on Prevention of Harassment and Guidelines for the Resolution of Reported Complaints. Contact: Equity and Diversity Officer - students.

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**A product or service provided by ECU?**

- **Yes**: If equity related, student should follow procedures contained in Policy on Prevention of Harassment and Guidelines for the Resolution of Reported Complaints. Contact: Equity and Diversity Officer - students.

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Advice available

Governance Services
- Equity and Diversity
  - Student representative groups
  - Student Central
  - Chaplaincy Services
  - Counselling Services
  - Health Services
  - Faculty Offices

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23 March 2004
Formal complaints must be made in writing on a Student Complaints Form. The Student Complaints Form requires the following information:
- name, student number and contact details of the student making the complaint;
- a detailed description of the complaint;
- a description of any action the student may have already taken to try to resolve the matter;
- an indication of the student's desired outcome

Complaints which are frivolous, vexatious or malicious will be dismissed

If a student believes that correct procedures have not been followed, he/she can appeal to the Vice-Chancellor or his/her nominee. The outcome of the appeal will be final in the University.

**Diagram: Student Complaints Management Process**

- **Stage Two - Formal Process (continued)**
  - Formal complaint lodged by student with the University Complaints Officer, c/- Governance Services
    - Complaint registered and file created
    - Copies of relevant documents placed on file
    - Complaint acknowledged within 3 working days of receipt
  - A copy of the official file forwarded to University Complaints Officer (UCO)
  - UCO to meet with student to discuss the complaint and advise on the processes and timelines involved in resolving the complaint
  - UCO arranges a mediation/conciliation meeting
    - A copy of the Complaint Form and supporting documentation is forwarded to all parties to the complaint at least two working days prior to the mediation/conciliation meeting with the UCO
  - Mediation/conciliation meeting takes place
    - All parties may make written or oral submissions and may bring a peer, other than a legally qualified practitioner, to the meeting
  - If agreement cannot be reached, the UCO may recommend a course of action to resolve the complaint
  - All documents forwarded to Governance Services by UCO
    - The Secretariat to submit a report to the Vice-Chancellor detailing the recommendations and subsequent actions taken
    - On the advice of UCO, Governance Services to report to the Vice-Chancellor recommending any action the University should take to reduce the likelihood of similar complaints occurring in the future
  - UCO to determine the merits of the complaint
    - All parties given full and detailed reasons for any decision made by the UCO in relation to the complaint, including an explanation of how the decision was reached
  - All documents forwarded to Governance Services by UCO
    - On the advice of UCO, Governance Services to report to Vice-Chancellor recommending any action the University should take to reduce the likelihood of similar complaints occurring in the future