Policy on Complaints Involving Council Members

1 Purpose

To set out the basis for the handling of Complaints that involve or may reasonably be considered to involve Council members to ensure that the University's procedures:

- comply with legislation;
- observe the principles of natural justice and procedural fairness; and
- provide accountability, integrity and transparency in the way the University Deals With such a Complaint.

2 Scope

This policy and its related procedures apply where a Complaint is received that involves a Council member.

This policy applies to the Vice-Chancellor but does not apply to a Council member who is also a University Employee unless the Complaint or an element of a Complaint relates to that individual's Council role.

3 Policy Statement

The University encourages an organisational culture that responds to valid Complaints in an open and constructive manner, and in accordance with the principles of natural justice and procedural fairness.

The University is committed to the maintenance and improvement of a system of Complaints management that facilitates good administration and a safe and cooperative environment.

4 Principles

Complaints about Council members should be handled as fairly, expeditiously and effectively as the circumstances permit.

Council members are expected to comply with the University's Code of Conduct Policy and other University policies that apply to them. Council members are also required to comply with the *University of Southern Queensland Act 1998* (Queensland).

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An investigation into Complaints of Corrupt Conduct must be conducted subject to the Crime and Corruption Commission's (CCC) monitoring role.

Complaints found to be vexatious, false, or misleading may result in disciplinary action against the person making the Complaint.

Complaints against Council members will be managed in a manner that:

1. aims for the timely resolution of the Complaint and with minimal disruption to the University's business
2. complies with the principles of natural justice
3. ensures as far as possible that privacy and confidentiality are respected for all parties involved in the Complaints process
4. avoids any actual or perceived Conflict of Interest.

Nothing in this policy or related procedure is intended to interfere with the University's statutory obligations under the *Public Interest Disclosure Act 2010* (Queensland), the *Crime and Corruption Act 2001*, or any other related statutory obligations.

A complainant may withdraw their Complaint at any time, however the University is bound to continue to handle a Complaint that, after reasonable consideration, appears to involve or may involve Corrupt Conduct as addressed in the *Crime and Corruption Act 2001*.

5 References

Crime and Corruption Commission (2014), *Corruption in focus: a guide to dealing with corrupt conduct in the Queensland public sector*

6 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

7 Policy Information

Accountable Officer	Chancellor
Responsible Officer	University Secretary
Policy Type	Governance Policy

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Policy Suite	Complaints Involving Council Members Procedure
Subordinate Schedules	
Approved Date	8/7/2019
Effective Date	8/7/2019
Review Date	27/6/2027
Relevant Legislation	*Crime and Corruption Act 2001* *Public Interest Disclosure Act 2010* (QLD) *Public Records Act 2023* *Public Sector Ethics Act 1994* *University of Southern Queensland Act 1998*
Policy Exceptions	Policy Exceptions Register
Related Policies	Code of Conduct Policy Public Interest Disclosure Policy
Related Procedures	Conflict of Interest Procedure
Related forms, publications and websites	
Definitions	**Terms defined in the Definitions Dictionary**
	Chancellor The person bearing the title of Chancellor, or as otherwise defined in the University of Southern Queensland Act 1998 , including a person acting in that position. Complaint A Complaint is an “expression of dissatisfaction made to or about the University, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required”. Corrupt Conduct Defined in section 15 of the Crime and Corruption Act 2001 .

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	Council Council means the governing body, the University of Southern Queensland Council. Employee A person employed by the University and whose conditions of employment are covered by the Enterprise Agreement and includes persons employed on a continuing, fixed term or casual basis. Employees also include senior Employees whose conditions of employment are covered by a written agreement or contract with the University. Vice-Chancellor The person bearing the title of Vice-Chancellor and President, or as otherwise defined in the University of Southern Queensland Act 1998 , including a person acting in that position.
	Definitions that relate to this policy only
Keywords	
Record No	13/811PL

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