Complaints Management Policy

1 Purpose

To facilitate the management of Complaints in a manner which is fair, just and timely.

2 Scope

This Policy applies to anyone wishing to make a Complaint to or about the University.

This Policy will be applied by the University in receiving and managing Complaints where no other University Policy Instrument or process applies.

Complaints about Employee conduct or performance, or Student conduct or performance, are managed in accordance with relevant University Policies and Procedures as listed in Section 7.

3 Policy Statement

The purpose of this Policy is to provide a framework to ensure that Complaints are addressed in a manner that is transparent, fair and timely, in accordance with principles of Natural Justice.

This Policy aligns with the:

- *Higher Education Standards Framework (Threshold Standards) 2021:* Standard 2.4 Student Grievances and Complaints
- *National Code of Practice for Providers of Education and Training to Overseas Students (2018):* Standard 10: Complaints and Appeals

4 Principles

The University will facilitate access to the Complaints management process with due regard to principles of Procedural Fairness, including timeliness, confidentiality, accurate record keeping and the requirements of the Human Rights Act 2019 (Qld).

Responding to a Complaint may include early resolution at the local level, referral to relevant University Employees or referral to external agencies.

In some cases, the University may be legally obligated to refer the matter directly to the appropriate external agency. The University's obligations in respect of a disclosure of

Information about suspected wrongdoing in the public sector are set out in the Public Interest Disclosure Policy. The University will inform the Complainant of a referral, where permitted.

Any person involved in a Complaint must act respectfully and participate in good faith in attempting to resolve the matter. The University does not tolerate Bullying, Harassment or Discrimination in any form, including Victimisation and Vilification.

The University may refuse to accept a Complaint on the basis that it is frivolous or Vexatious.

5 References

Queensland Ombudsman. (2022). *Complaints management system (CMS) and internal review policy.* https://www.ombudsman.qld.gov.au/how-to-complain/unhappy-with-us/complaints-management-system--cms--and-internal-review-policy

6 Schedules

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

7 Policy Information

Accountable Officer	Vice-Chancellor
Responsible Officer	Vice-Chancellor Deputy Vice-Chancellor (Academic and Research) Deputy Vice-Chancellor (Students and Education) Chief Operating and Financial Officer Pro Vice-Chancellor (Engagement) Pro Vice-Chancellor (International) Pro Vice-Chancellor (First Nations)
Policy Type	Executive Policy
Policy Suite	Complaints Management Procedure Unreasonable Student Complainant Conduct Procedure
Subordinate	

Schedules	
Approved Date	2/1/2026
Effective Date	2/1/2026
Review Date	8/3/2028
Relevant Legislation	*Australian Human Rights Commission Act 1986* *Disability Services Act 2006* (Qld) *Education Services for Overseas Students Act 2000* *Human Rights Act 2019* *Work Health and Safety Act 2011* (Qld)
Policy Exceptions	Policy Exceptions Register
Related Policies	Code of Conduct Policy Corrupt Conduct Reporting Policy Corruption Complaints About the Vice-Chancellor Policy Employee Complaints Policy Fraud and Corruption Risk Management Policy Prevention of Discrimination, Bullying and Harassment Policy Privacy Policy Public Interest Disclosure Policy Records and Information Management Policy Refund of Student Fees Policy and Procedure Research Code of Conduct Policy Right to Information Policy Student Academic Integrity Policy Student General Conduct Policy Student Grievance Resolution Policy

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	Students with a Disability Policy and Procedure
Related Procedures	Employee Complaints (Sexual Harassment, Sexual Assault and Sex Discrimination) Procedure Employee Complaints Procedure Modern Slavery Prevention Procedure Privacy Procedure Records and Information Management Procedure Research Code of Conduct: Management of Potential Breaches Procedure Student Academic Progress Procedure Student General Misconduct Procedure Student Grievance Resolution Procedure
Related forms, publications and websites	Queensland Human Rights Commission Australian Human Rights Commission Queensland Ombudsman Guidelines for Complaints Management Online Complaints Form Modern Slavery Remediation Process Flow Chart Student General Misconduct Procedure Penalty Schedule Research Misconduct Penalty Schedule
Definitions	**Terms defined in the Definitions Dictionary**
	Bullying Bullying occurs when a person or group of people repeatedly behaves unreasonably towards a person or group of persons, and that behaviour creates a risk to health and safety. Interpretation Rule: Unless context otherwise requires, a reference to 'bullying' (or other grammatical forms of any of this term) wherever appearing in University policy or procedure, and whether or not those terms are capitalised in any such instrument, is taken to include a reference to

'Antisemitism' as defined in the Definitions Dictionary .

Complainant

A person who has made a Complaint.

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”.

Discrimination

Occurs when a person or a group of people are treated less favourably than another person or group because of race, colour, national or ethnic origin; gender or marital status; disability; religion or political beliefs; sexual preference; or some other central characteristic. Discrimination may occur when a person is denied the opportunity to participate freely and fully in normal day-to-day activities, for example being harassed in the workplace or being denied entry to public places and other facilities. Interpretation Rule: Unless context otherwise requires, a reference to 'discrimination' (or other grammatical forms of any of this term) wherever appearing in University policy or procedure, and whether or not those terms are capitalised in any such instrument, is taken to include a reference to 'Antisemitism' as defined in the Definitions Dictionary .

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.

Harassment

Harassment includes, but is not limited to, treating a person less favourably because of a person's characteristic such as their sex, race, age, disability, sexuality, religious or political belief or activity, or some other characteristic protected under anti-discrimination laws. Harassment may include Bullying a person and may also breach human rights legislation. Interpretation Rule: Unless context otherwise requires, a reference to 'harassment' (or other grammatical forms of any of this term) wherever appearing in University policy or procedure,

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Policy

A high level strategic directive that establishes a principle based approach on a subject. Policy is operationalised through Procedures that give instructions and set out processes to implement a Policy.

Procedural Fairness

Has the meaning ascribed to it from time to time by the applicable common law of the State of Queensland.

Procedure

An operational instruction that sets out the process to operationalise a Policy.

Public Interest Disclosure

A public interest disclosure is a disclosure under Chapter 2 of the Public Interest Disclosure Act 2010 and includes all information and help given by the d iscloser to a Proper Authority for the disclosure.

Racism

A person's race includes their: colour; and descent or ancestry; and ethnicity or ethnic origin; and nationality or national origin. Racism is the process by which systems and policies, actions and attitudes create inequitable opportunities and outcomes for people based on race. Racism occurs when prejudice - whether individual or institutional - is accompanied by the power to discriminate against, oppress or limit the rights of others. The Anti-Discrimination Act 1991 (Qld) makes it unlawful to discriminate against a person because of their race.

Student

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

University

The term 'University' or 'UniSQ' means the University of Southern Queensland.

University Members

Persons who include: Employees of the University whose conditions of employment are covered by the UniSQ Enterprise Agreement whether full time or fractional, continuing, fixed-term or casual, including senior Employees whose conditions of employment are covered by a written agreement or contract with the University; members of the University Council and University Committees; visiting, honorary and adjunct appointees; volunteers who contribute to University activities or who act on behalf of the University; and individuals who are granted access to University facilities or who are engaged in providing services to the University, such as contractors or consultants, where applicable.

Vexatious Complaint

A Complaint may be decided to be vexatious or frivolous when the substance of the Complaint is reasonably recognised as one or more of the following: Trivial; Without merit; Not in good faith; Pursued with undue persistence or with malice.

Victimisation

Any unfavourable treatment, or threats of unfavourable treatment against a person as a result of their actual or intended involvement in a complaint. Such involvement might include making a complaint or supplying information or producing documents to someone making a complaint. Unfavourable treatment may include adverse changes to their study or work environment, denial of access to resources, opportunities or training, ignoring the person or giving a lower assessment of Student work.

Vilification

The public incitement of hatred, serious contempt or severe ridicule of a person on the basis of the race, religion, sexuality or gender identify of a person or members of a group. It can take several forms including hate-speech, graffiti, websites and the distribution of propaganda or other forms of offensive literature. Vilification includes threatening physical harm to a person or their property or inciting others to threaten physical harm to a person or to their property. Vilification is an offence against the Anti-Discrimination Act 1991 .

Definitions that relate to this policy only

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