

PURPOSE

To ensure students and staff are aware of the Institute's opposition to any form of unacceptable behaviour and that they are aware of the procedures to follow should an incident of unacceptable behaviour occur.

PROCEDURE

Step	Person Responsible	Evidence
A Options		
1. Private Resolution - The complainant resolves the matter with the respondent without outside advice or intervention.	Complainant	N/A
2. Self Help - The complainant may speak to a contact person for support and information and then resolve the matter with the respondent. The respondent may also receive advice from a contact person (see HG142)	Complainant/ Contact Person	N/A
3. Informal Intervention - The complainant may approach a Manager to intervene, who will seek a resolution acceptable to both parties.	Manager	Record of outcomes (confidential)
B Formal Complaints		
4. A written complaint or incident report is made to a Senior Manager. The Senior Manager (or nominee) will investigate; make a finding and a decision.	Senior Manager	Investigation report Complaints Register (for students) Personal File (for staff)
C Appeal		
5. If the complainant is a student, he or she may appeal the decision. An appeal can be lodged with Deputy Chief Executive (or Nominee) in writing. If the complainant is a staff member, formal procedures for resolving employment relationship problems will apply as per the staff member's employment agreement.	Complainant	Letter
6. If the complainant is a student, he or she should be advised of other options available in (7) below once an appeal decision has been made.	DCE/Nominee	Letter

D Other Options		
7. Depending on the nature of the unacceptable behaviour, complaints may be laid with: <ul style="list-style-type: none"> • The Police • Human Rights Commission • International Education Appeal Authority • Ombudsman • Educational Ombudsman 	Complainant	N/A

Document information – Office use only	
Document Name	Unacceptable Behaviour
Document Number	PH142
Executive	Human Resources Director
Owner	Human Resources Director
Developer	Human Resources Advisor
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