



# ECU Student Guild

## COMPLAINTS MANAGEMENT POLICY

<b>POLICY TYPE</b>	Operational
<b>POLICY SUBTYPE</b>	Administration
<b>POLICY TITLE</b>	<b>Complaints Management Policy</b>
<b>POLICY OWNER</b>	Operations Manager

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## 1. INTENT

- 1.1. Edith Cowan University Student Guild is committed to ensuring that any person or organisation using services provided by the Guild or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

## 2. ORGANISATIONAL SCOPE

- 2.1. This policy provides guidance to ECU Guild members, and any other person and Guild Operational Staff and Senators in making, receiving and responding to complaints, grievances and other feedback.
- 2.2. This Policy does not include grievances made by Employees or Senators. Grievances are dealt with by the ECU Guild Grievance policy and procedure.
- 2.3. This Policy does not include complaints, grievances or disputes between the Guild and Guild affiliated bodies. These grievance/disputes are dealt with in the Guild Constitution.

## 3. DEFINITIONS

- 3.1. The singular includes the plural and vice-versa.
- 3.2. A reference to:
  - 3.2.1. A person includes a corporation and government or statutory body or authority;
  - 3.2.2. A person includes the legal personal representatives, successors, and permitted assigns of that person; and
  - 3.2.3. A statute, ordinance, code or other law includes regulations and other statutory instruments under it and consolidations, amendments, re-enactments or replacements of any of them by any legislative authority.
- 3.3. The word “including” and similar expressions are not words of limitation.
- 3.4. The word “under” includes by and by virtue of; as well as, pursuant to and in accordance with.
- 3.5. **CIDC** means the Continuous Improvement and Development Committee.
- 3.6. **Employee** means an individual engaged by the Guild under a contract of Employment.
- 3.7. **The Guild** means Edith Cowan University Student Guild.
- 3.8. **Member** means all General and Financial Members of the ECU Guild as defined by the ECU Guild Constitution.

3.9. **Non-Member** means any person that does not hold the membership subscription of General or Financial member as defined in the ECU Guild Constitution, including the general public and external organisations.

3.10. **Senate** means the governing body of the Guild.

3.11. **Volunteer** means any person engaged by the Guild under a voluntary capacity to undertake work on behalf of the Guild and includes Edith Cowan University Guild Senators.

#### 4. OVERVIEW

4.1. All Guild policies are approved, amended or repealed by the Senate in accordance with the Guild's Policy Framework and compliance with relevant governance instruments, following consultation with CIDC.

4.2. The Guild shall maintain a policy manual of all current policies in a manner which is easily accessible to members, Senate, staff and other stakeholders where appropriate.

4.3. All Guild policies will be reviewed annually.

#### 5. POLICY

5.1. ECU Guild welcomes feedback regarding all areas of the organisation including Operations, management, Senate or employee conduct.

5.2. Any person or organisation involved with the Guild, or those affected by its operations, have the right to give feedback or make a complaint without fear of retribution.

5.3. ECU Guild is committed to using the information gained in the complaints and grievance management process to improve the organisation.

5.4. ECU Guild will protect a person's right to confidentiality and will handle complaints in a fair and timely manner. However the Guild may be limited in the actions that can be taken where a person making a complaint requests that their details or details of the complaint are not shared as part of the complaints management process.

5.5. No person who lodges a complaint or grievance against the Guild, its Employees or Senate will be penalised for their action and will continue to receive respectful service.

5.6. The Complaints and Grievance Management Policy and Procedure in no way limits the actions that can be taken by the Guild in respect to disciplinary action against members or Senators and Guild Bodies as provided for in the Guild Constitution.

5.7. Complaints and feedback will not be tolerated where the language used is derogatory or intended to insult or humiliate. Complaints that are submitted that contain derogatory language or with the intention to humiliate or insult will be dismissed without investigation, however, the complainant will be provided an opportunity to re-submit their complaint using respectful language.

5.8. The Guild will advertise the complaints process on the Guild website and within the Guild offices and on any other general Guild information literature produced by the Guild.

### 5.9. Complaints Management Delegations and Responsibilities

5.9.1. Complaints will be managed under the delegations and responsibilities detailed below.

Position	Delegation/Responsibility
Guild Senate	<ul style="list-style-type: none"> <li>• Respond to complaints and grievances relating to the Operations Manager</li> <li>• Respond to complaints and grievances relating to the President</li> <li>• Respond to complaints and grievances relating to Guild Affiliated Clubs and other Guild Bodies</li> <li>• Respond to complaints escalated by the Operations Manager or President as required</li> <li>• Review and respond to appeals</li> <li>• Act as facilitators in resolving grievances as required</li> </ul>
President and Operations Manager	<ul style="list-style-type: none"> <li>• Respond to all complaints received</li> <li>• Attempt to resolve grievances informally in the first instance unless received through the Edith Cowan University Complaints process – These complaints will be handled formally.</li> <li>• The Operations Manager will lead any investigation related to the conduct of Guild Employees, whilst the President will lead any investigation related to the conduct of Guild Senators</li> <li>• Maintain a record of complaints, grievances and feedback and any related actions and decisions</li> <li>• Report to Guild Senate on complaints, grievances and feedback received to Guild Senate.</li> </ul>
All staff and Senate	<ul style="list-style-type: none"> <li>• Receive complaints and other feedback</li> <li>• Contribute to resolving complaints and grievances as required by the Operations Manager and/or President</li> <li>• Respond respectfully and in a positive, non-defensive manner</li> </ul>

### 5.10. Complaints Management Procedure

#### 5.10.1. Making a Complaint

Individuals can make a complaint using multiple pathways:

5.10.1.1. **In Person** - Persons may make a complaint directly to an Operational Staff Member or Senator.

- 5.10.1.2. **By Telephone** – Persons may make a complaint directly to the Operations Manager or President by telephone by calling 08 6304 2640.
- 5.10.1.3. **By Email** – Persons may send a written complaint to [operations@ecuguild.org.au](mailto:operations@ecuguild.org.au) or directly to the Operations Manager or President’s email addresses as published on the Guild website.
- 5.10.1.4. **By Post** – Persons may send written complaints by post addressed for the attention of the Operations Manager/President, Building 34.215, 270 Joondalup Drive, Joondalup, Western Australia 6027.
- 5.10.1.5. Persons may make a complaint anonymously, however, this will limit the Guild’s capacity to fully investigate the events leading to the complaint and provision of a response to the complaint.
- 5.10.1.6. Complaints will be acknowledged within 5 working days of receipt unless a complaint is made anonymously, in which case no acknowledgement will be provided.
- 5.10.1.7. Complaints made by telephone or in person may be responded to immediately using the informal complaints response procedure in 5.10.2.

#### 5.10.2. Informal Complaints Response

- 5.10.2.1. Complaints will be handled informally in the first instance unless received through Edith Cowan University Complaints in which case the complaint will be handled using the formal process.
- 5.10.2.2. The Operations Manager or the President will contact the complainant by email or telephone within 5 working days of the acknowledgement of the complaint and will discuss the nature of the complaint with a goal of providing information and support to the complainant to resolve the complaint.
- 5.10.2.3. Where a complaint is unable to be resolved to either the complainants or the Guild’s satisfaction at the informal level, the complainant or the Guild may proceed to a formal response as per the process identified in 5.10.3.

#### 5.10.3. Formal Complaints Response

##### 5.10.3.1. Investigating Complaints

- 5.10.3.1.1. Where formal complaints are received the Operations Manager and/or President will establish the facts of the complaint, this may include:
  - 5.10.3.1.1.1. contacting the complainant to obtain further details of the events leading to the complaint;
  - 5.10.3.1.1.2. Interviewing the Employee’s or Volunteers involved who are identified in the complaint;

5.10.3.1.1.3. Interviewing others who may have been witness to the events leading to the complaint.

5.10.3.1.1.4. Reviewing CCTV and related correspondence related to the complaint.

#### 5.10.3.2. **Responding to Complaints**

5.10.3.2.1. A response to complaints received will be provided to the complainant within 28 working days of the acknowledgement of the complaint to allow time for an investigation to be conducted.

5.10.3.2.2. Responses may include but are not limited to:

5.10.3.2.2.1. The process used to investigate the complaint;

5.10.3.2.2.2. The outcome of the complaint;

5.10.3.2.2.3. Any action(s) to be undertaken by the Guild to improve service delivery, if applicable; and

5.10.3.2.2.4. Dispute Resolution/Appeal processes

5.10.3.2.3. Where a full investigation cannot be conducted within 28 working days of acknowledgement of the complaint, the complainant will be contacted to advise of an updated timeline for response.

#### 5.10.4. **Dispute Resolution – Members**

5.10.4.1. Where a complaint made by a Guild member cannot be resolved in the procedures defined above or where the member is not satisfied with the response to the complaint the Dispute Resolution Process defined in the Edith Cowan University Guild Constitution will be enacted.

#### 5.10.5. **Appeals – Non-Members**

5.10.5.1. Where a complainant, who is not a Guild Member is not satisfied with the response to the complaint by the Operations Manager and/or President, they may appeal to the full Guild Senate.

5.10.5.2. Appeals should be made in writing and be addressed to the Guild Senate.

5.10.5.3. The Guild Senate will consider the complaint at the next scheduled Guild Senate Meeting and may request that the complainant attend to speak at the Senate meeting.

5.10.5.4. The Guild Senate will consider the complaint and the initial response to the complaint including the investigation details and will make a determination as to the outcome.

5.10.5.5. All decisions made in response to appeals by the Guild Senate are final and no further correspondence will be entered into with the complainant outside of any response to the appeal.

## 6. RELATED DOCUMENTS

<b>Related Policy</b>	•
<b>Related Procedure</b>	•
<b>Other Related Documents</b>	• Edith Cowan University Guild Constitution
<b>Related Legislation</b>	•

## 7. CONTACT INFORMATION

For queries relating to this document please contact:

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## 8. APPROVAL HISTORY

<b>Policy Approved By</b>	Senate
<b>Date Policy First Approved</b>	23/08/2021
<b>Original Motion</b>	SM2108/03
<b>Revision History</b>	002 – September 2022 - SM2212/09 003 – July 2023 – SM2307/02
<b>Revised by</b>	Lisa Dwyer
<b>Next Revision Date</b>	July 2024