



# ECU Student Guild

## COMPLAINTS POLICY

<b>POLICY TYPE</b>	Operational & Senate
<b>POLICY SUBTYPE</b>	Administration
<b>POLICY TITLE</b>	<b>Complaints 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.
- 2.4. Complaints received in relation to the conduct of Edith Cowan University Student Guild Elections will be managed by the appointed Returning Officer as per the Edith Cowan University Student Guild Election Procedures and not under this Policy or its related procedure.

## 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. **Complainant** means the individual making a complaint

- 3.7. **Employee** means all personnel engaged under a contract of Employment by the Guild and includes Full-time, Part-Time, Contractors and Casual Employees.
- 3.8. **The Guild** means Edith Cowan University Student Guild.
- 3.9. **Member** means all General and Financial Members of the ECU Guild as defined by the ECU Guild Constitution.
- 3.10. **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
- 3.11. **Senate** means the governing body of the Guild.
- 3.12. **Volunteer** means Senators, Dircksey Personnel and any other Volunteers engaged by the Guild.

#### 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. This Policy does not form part of any employee’s contract of employment nor does it form part of any contract for service, however, it is expected that this policy will be observed by all employees and volunteers as applicable.
- 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. The Guild will not tolerate false or misleading claims by members. Any complaints found to have been made with the intention to cause harm or distress to others will be escalated to the Guilds Disciplinary Committee established under the Edith Cowan University Student Guild Constitution.

- 5.6. 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.
- 5.7. Complainants must be respectful and engage positively in the complaints process.
- 5.8. Complainants must also engage in a timely manner when responding to the Guild.
- 5.9. The Complaints Policy and any associated 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.

5.10. **Making a Complaint**

5.10.1. 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. On social media** – Persons may make a complaint on an ECU Student Guild Social Media Platform either by Direct Message to the platform or in the comments of a post.

5.10.2. Individuals making a complaint using the comments function of a social media platform will not receive a response to the complaint within the comments, however, will be contacted via direct message to resolve the matter informally in the first instance.

5.10.3. 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.

5.10.4. All complaints received via Edith Cowan University Complaints will be handled formally.

## 5.11. Informal Complaints Process

### 5.11.1. Receiving informal complaints

5.11.1.1. Members and others may raise informal complaints through various channels as defined in section 5.8.

5.11.1.2. Any employee or Senator who receives an informal complaint is encouraged to address the issue promptly.

### 5.11.2. Resolution of informal complaints

5.11.2.1. Employees and Senators should make every effort to resolve informal complaints immediately. This involve providing explanations, offering solutions, or taking corrective actions on the spot.

5.11.2.2. After resolving the informal complaint, Employees and Senators should are required to provide feedback to the Operations Manager, who will document the complaint and resolution for future reference and record keeping purposes.

## 5.12. Formal Complaints Process

### 5.12.1. Escalating to formal complaint procedure

5.12.1.1. If an informal resolution is not possible, or if the complaint is complex and requires further investigation, the complaint will be escalated as a formal complaint.

5.12.1.2. Members and others may also choose to submit a formal complaint directly to the Operations Manager or President in writing.

### 5.12.2. Handling formal complaints

5.12.2.1. The Operations Manager or Guild President will refer the complaint to the relevant responsible person as defined in the Complaints Management Procedure.

5.12.2.2. The Responsible Person will communicate with the complainant and conduct a thorough investigation of the facts relating to the complaint. This may include:

5.12.2.2.1. Contacting the complainant to obtain further details of the events leading to the complaint, where appropriate;

5.12.2.2.2. Interviewing the Employee's or Volunteers involved who are identified in the complaint where appropriate;

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

5.12.2.2.4. Reviewing CCTV and related correspondence related to the complaint;

5.12.2.2.5. Reviewing relevant policy or procedure as relevant to the complaint.

5.12.2.3. A formal written response will be provided to the complainant within 28 working days of the complaint being received or escalated.

5.12.2.4. Where an investigation cannot be conducted within 28 working days of receipt or escalation of the complaint, the complainant will be contacted to advise of an updated timeline for a response.

### **5.12.3. Responding to a formal complaint**

**5.12.3.1.** Following the investigation, the complainant will be provided with a written response.

5.12.3.2. Responses may include, but are not limited to:

5.12.3.2.1. The process used to investigate the complaint;

5.12.3.2.2. The outcome of the complaint;

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

5.12.3.2.4. Dispute Resolution/Appeal processes

### **5.12.4. Dispute Resolution – Members**

5.12.4.1. 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.

### **5.12.5. Appeals – Non-Members**

5.12.5.1. 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.

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

5.12.5.3. 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.

5.12.5.4. 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.

5.12.5.5. 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.

### 5.13. Confidentiality and Fair Treatment

5.13.1. All complaints, whether informal or formal, will be handled with confidentiality and fairness. Complainant's information will be protected and only shared with individuals involved in the complaint resolution process.

### 5.14. Continuous Improvement

5.14.1. Feedback from complaints will be used to identify trends, improve processes, and enhance customer satisfaction.

5.14.2. All complaints will be documented for analysis and continuous improvement.

## 6. RELATED DOCUMENTS

<b>Related Policy</b>	<ul style="list-style-type: none"><li>•</li></ul>
<b>Related Procedure</b>	<ul style="list-style-type: none"><li>• Complaints Management Procedure</li><li>• Edith Cowan University Student Guild Election Procedures</li></ul>
<b>Other Related Documents</b>	<ul style="list-style-type: none"><li>• Edith Cowan University Student Guild Constitution</li></ul>
<b>Related Legislation</b>	<ul style="list-style-type: none"><li>•</li></ul>

## 7. CONTACT INFORMATION

For queries relating to this document please contact:

<b>Policy Owner</b>	Operations Manager
<b>All Enquiries Contact</b>	Lisa Dwyer
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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

	004 – July 2024 - SM2408/02
<b>Revised by</b>	Lisa Dwyer
<b>Next Revision Date</b>	July 2025