



# ECU Student Guild

## COMPLAINTS MANAGEMENT PROCEDURE

<b>PROCEDURE TITLE</b>	<b>Complaints Management Procedure</b>
<b>PROCEDURE OWNER</b>	Operations Manager
<b>RELATED POLICY</b>	Complaints Policy

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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.
- 1.2. The procedure herein sets out the method by which the Edith Cowan University Student Guild will manage complaints, however, excludes complaints related to the Edith Cowan University Student Guild Elections, which will be handled by the appointed Returning Officer as per the Edith Cowan University Student Guild Election Procedures.
- 1.3. This procedure supports the Complaints Policy and outlines the operational steps for receiving, managing and responding to complaints.

## 2. PROCEDURE

### 2.1. Making a Complaint

2.1.1. Individuals can make a complaint using multiple pathways:

- 2.1.1.1. **In Person** - Persons may make a complaint directly to an Operational Staff Member or Senator.
- 2.1.1.2. **By Telephone** – Persons may make a complaint directly to the Operations Manager or President by telephone by calling 08 6304 2640.
- 2.1.1.3. **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.
- 2.1.1.4. **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.
- 2.1.1.5. **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.

2.1.2. 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.

2.1.3. 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.

### 2.2. Managing an Informal Complaint

2.2.1. The employee or Senator receiving the complaint should first assess whether the complaint is in relation to the Edith Cowan University Student Guild or Edith Cowan University. If the latter is true, the complainant should be referred to the ECU complaints process: <https://www.ecu.edu.au/complaints/lodge-a-complaint-grievance-misconduct-or-safety-incident>.

2.2.1.1. If the complainant is a member, they may require assistance with lodgement of a complaint to ECU, in these case the student may be offered a Guild Advisory Service Appointment, where suitable.

2.2.2. Where it is established that the complaint is in relation to Guild conduct the recipient of the complaint should make a further assessment as to the complexity of the complaint and whether it can be managed using the informal complaints process or whether it should be escalated as a formal complaint.

2.2.3. Once satisfied that the complaint is to be managed as an informal complaint, Employees and Senators should make every effort to resolve informal complaints immediately. This involves providing explanations, offering solutions, or taking corrective actions on the spot where it is within the Employee or Senators scope to facilitate and in alignment with all Guild policy procedure and practice.

2.2.4. The Employee or Senator should make a record of the complainants details as follows:

2.2.4.1. Their personal and contact details;

2.2.4.2. A summary of the complaint;

2.2.4.3. Details of the outcome sought by the complainant.

2.2.5. Where a complaint is able to be resolved informally, the Employee or Senator should provide the Operations Manager with the details in 2.2.1.4 along with details of how the complaint was resolved.

2.2.6. The Operations Manager will provide a deidentified summary of complaints to Senate at the next scheduled meeting.

2.2.7. Where the Employee or Senator is unable to resolve the complaint satisfactorily, the complaint should be escalated to the Operations Manager as soon as possible. The employee or Senator should advise the complainant that as they are unable to resolve the matter, they will escalate the complaint formally.

### 2.3. Informal Resolution Criteria

2.3.1. Informal handling may not be appropriate where:

2.3.1.1. The complainant alleges serious misconduct;

2.3.1.2. There is a safety or legal risk;

2.3.1.3. The complainant requests formal handling; or

2.3.1.4. Previous informal attempts have failed.

#### **2.4. Managing a Formal Complaint**

2.4.1. If an informal resolution is not possible, or if the complaint is complex and requires further investigation, the complaint should be escalated to the Operations Manager.

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

#### **2.4.3. Handling formal complaints**

2.4.3.1. On receipt of a formal complaint, The Operations Manager and/or President will refer the matter on to the relevant responsible person as listed in 2.5.

2.4.3.2. The responsible person will communicate with the complainant and conduct a thorough investigation of the facts relating to the complaint. This may include:

2.4.3.2.1. Contacting the complainant to obtain further details of the events leading to the complaint;

2.4.3.2.2. Interviewing the Employee's or Volunteers involved who are identified in the complaint;

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

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

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

2.4.3.3. A formal response, in writing, will be provided to the complainant within 28 working days of the complaint being received or escalated.

2.4.3.4. 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.

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

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

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

2.4.4.2.1. The process used to investigate the complaint;

- 2.4.4.2.2. The outcome of the complaint;
- 2.4.4.2.3. Any action(s) to be undertaken by the Guild to improve service delivery, if applicable; and
- 2.4.4.2.4. Information about dispute resolution/appeal options, where applicable, in line with the Complaints Policy.

**2.5. Roles and Responsibilities**

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

Position	Delegation/Responsibility
President	<ul style="list-style-type: none"> <li>• Respond and lead any formal investigation into complaints and grievances relating to the Operations Manager.</li> <li>• Respond and lead any formal investigation into complaints and grievances relating to Guild Senate, Guild Affiliated Clubs and other Guild Bodies.</li> <li>• Maintain a record of complaints, grievances and feedback and any related actions and decisions on the centralised Guild Record Keeping system.</li> <li>• Report to Guild Senate on complaints, grievances and feedback received.</li> <li>• Ensure procedural fairness.</li> </ul>
Operations Manager	<ul style="list-style-type: none"> <li>• Respond and lead any formal investigation related to the conduct of Guild Employees, Departments and Guild activities.</li> <li>• Maintain a record of complaints, grievances and feedback and any related actions and decisions on the centralised Guild Record Keeping system.</li> <li>• Report to Guild Senate on complaints, grievances and feedback received.</li> <li>• Ensure procedural fairness.</li> </ul>
Guild Senate	<ul style="list-style-type: none"> <li>• Respond to complaints and grievances relating to the President.</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>
All staff and Senate	<ul style="list-style-type: none"> <li>• Receive complaints and other feedback.</li> <li>• Attempt to resolve informal complaints as per the Complaints Management Procedure.</li> <li>• Contribute to resolving complaints and grievances as required by the Operations Manager and/or President.</li> </ul>

	<ul style="list-style-type: none"> <li>Respond respectfully and in a positive, non-defensive manner.</li> </ul>
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**3. RELATED DOCUMENTS**

<b>Associated Policy</b>	Complaints Policy
<b>Procedure Implementation Date</b>	02/09/2024
<b>Revision History</b>	001 – May 2026
<b>Revised by</b>	Lisa Dwyer
<b>Next Review Date</b>	May 2027

**4. CONTACT INFORMATION**

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