



ECU Student Guild

COMPLAINTS POLICY

POLICY TYPE	Operational & Senate
POLICY SUBTYPE	Administration
POLICY TITLE	Complaints Policy
POLICY OWNER	Operations Manager

Contents

1. INTENT	3
2. ORGANISATIONAL SCOPE	3
3. DEFINITIONS	3
4. OVERVIEW	4
5. POLICY	4
5.10. Making a Complaint	5
5.10.5. Informal and Formal Complaints	5
5.10.6. Dispute Resolution – Members	6
5.10.7. Appeals – Non-Members	6
5.11. Confidentiality and Fair Treatment	6
5.12. Continuous Improvement	6
6. RELATED DOCUMENTS	7
7. CONTACT INFORMATION	7
8. APPROVAL HISTORY	7

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. This Policy outlines the Guild's commitment to managing complaints fairly and transparently and explains how complaints are governed. The detailed process for managing complaints is set out in the Complaints Management Procedure.

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.

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- 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 may take action in response to complaints that are found to be knowingly false or misleading. 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. The Guild expects complainants to engage respectfully and constructively in the complaints process. Where a complaint contains derogatory or abusive language, the complainant will be given an opportunity to re-submit their complaint using respectful language before further consideration.
- 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. Any person may make a complaint about the Guild or its activities using the following channels:

- In Person
- By Telephone
- By Email.
- By Post
- Via ECU Student Guild social media platforms

5.10.2. Comments intended to raise concerns or complaints about the Guild may be treated as complaints under this Policy. 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 respond.

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

5.10.5. **Informal and Formal Complaints**

5.10.5.1. The Guild encourages the resolution of complaints at the earliest appropriate stage.

5.10.5.2. Complaints may be managed informally or formally depending on their nature, complexity and seriousness.

5.10.5.3. The criteria for escalation and the processes for managing informal and formal complaints are detailed in the Complaints Management Procedure.

5.10.6. Dispute Resolution – Members

5.10.6.1. 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.

5.10.7. Appeals – Non-Members

5.10.7.1. 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.

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

5.10.7.3. 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.

5.10.7.4. 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.

5.10.7.5. 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.

5.11. Confidentiality and Fair Treatment

5.11.1. 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.

5.12. Continuous Improvement

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

5.13. Record Keeping Requirements

5.13.1. All complaints, regardless of channel, must be recorded in the centralised Guild record-keeping system.

6. RELATED DOCUMENTS

Related Policy	•
Related Procedure	• Complaints Management Procedure • Edith Cowan University Student Guild Election Procedures
Other Related Documents	• Edith Cowan University Student Guild Constitution
Related Legislation	•

7. CONTACT INFORMATION

For queries relating to this document please contact:

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8. APPROVAL HISTORY

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