

Complaints Handling

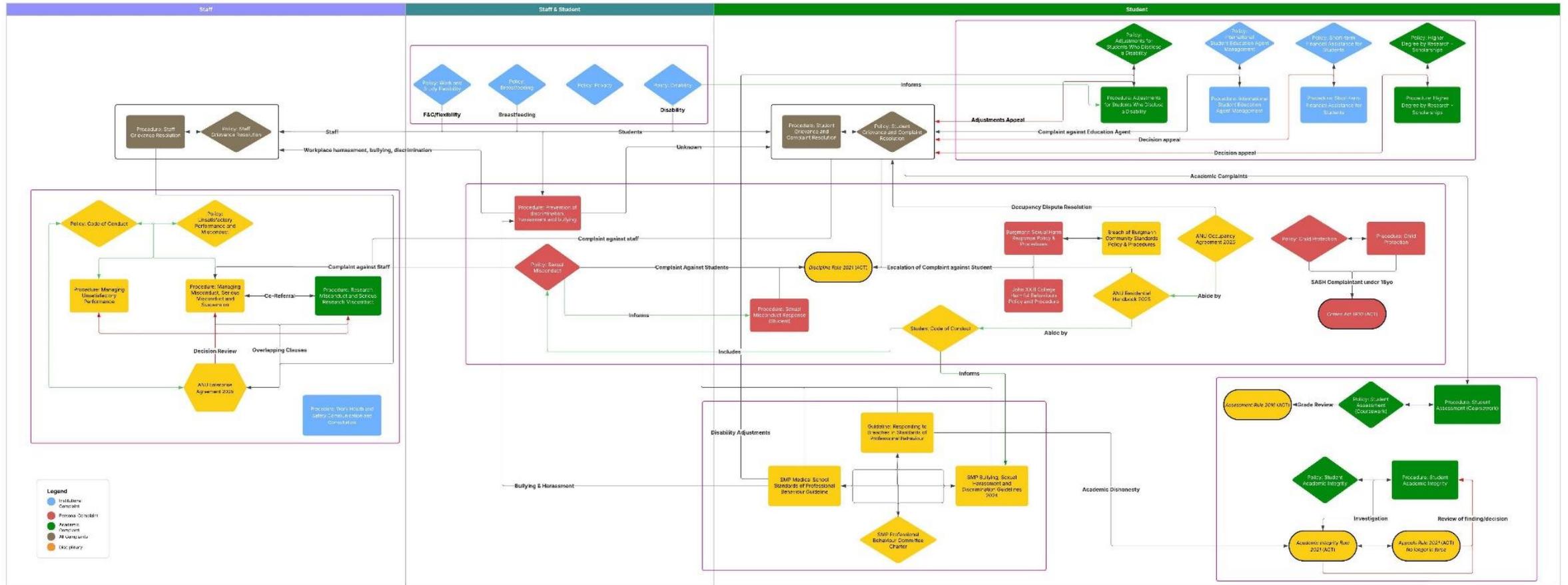
- Co-Chairs: Peter Hendriks and Lynne Whitehead
- Sponsors: Kiaran Kirk and Lachlan Blackhall



Australian
National
University

ANU WORKING GROUPS FINAL PRESENTATIONS

ANU Current State

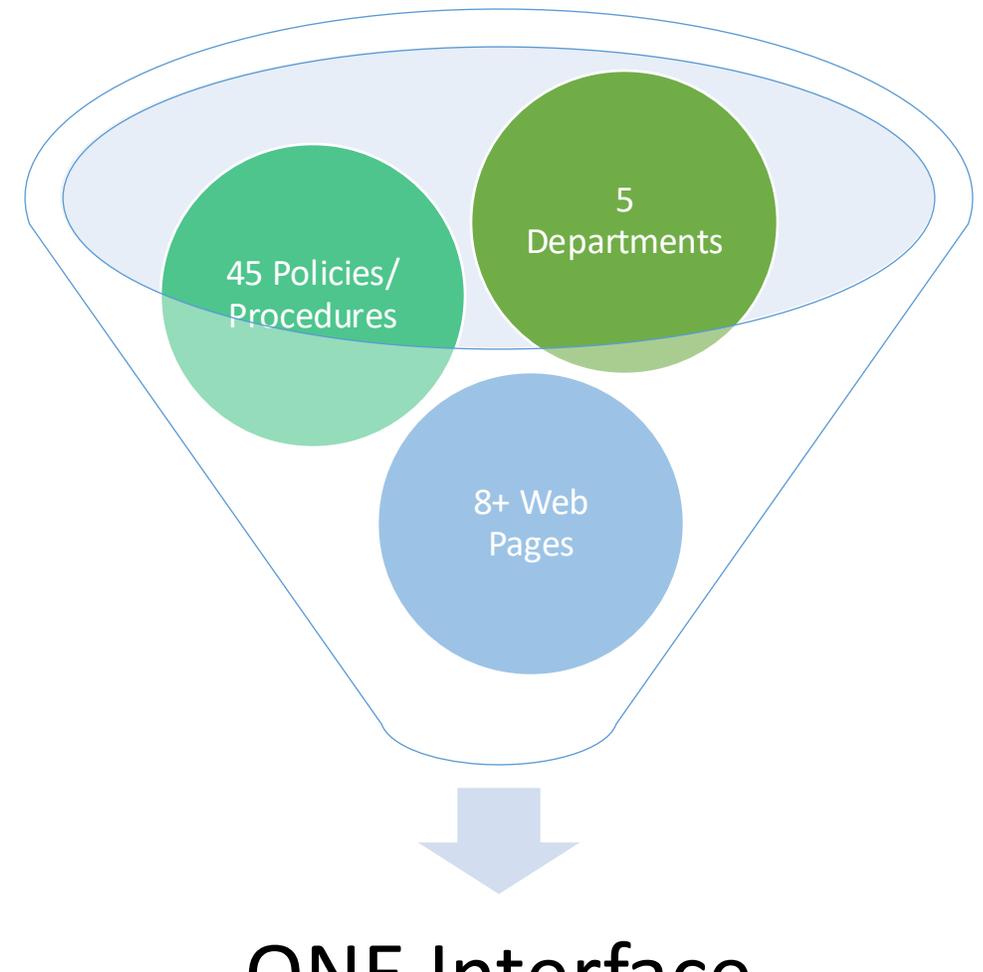


Office of Integrity

- A central office that is independent of any complaints handling area
- Independent and seen to be independent—reports directly to Council
- Works with complaint handling areas to provide coordinated training and oversight; investigates serious complaints; collects and reports on data through a university-wide case management system

Unravelling Complexity

- **ONE Integrity Office**
- **ONE Complaints Management Policy & Procedure**
 - Potentially separate Gender-based violence policy & procedure due to different requirements (National Code)
- **ONE Community Landing Page**



One policy and procedure

- Underpinned by a robust set of values
- We as a community need to come up with a statement of the values that set the scene for the behaviour we expect of everyone
- The focus of the policy and procedure should be on the wellbeing of the people involved; the agency of the complainant; and on restorative processes which allow the community to heal and move on

One community landing page

- Simplicity at the entry point
- A single front page linked to the Advocate complaints management software in the background
- Ensures ease of navigation for a potential complainant while also ensuring appropriate channeling of complaints to relevant areas
- Overseen by the Office of Integrity

Navigators

- Report to and be trained and supported by the Office of Integrity
- Understand the policies and procedures, trained to handle disclosures of complaints
- Diverse in culture background, language, gender &c.
- Serve as an entry point to the process and are able to help potential complainants work out how best to resolve their concerns