

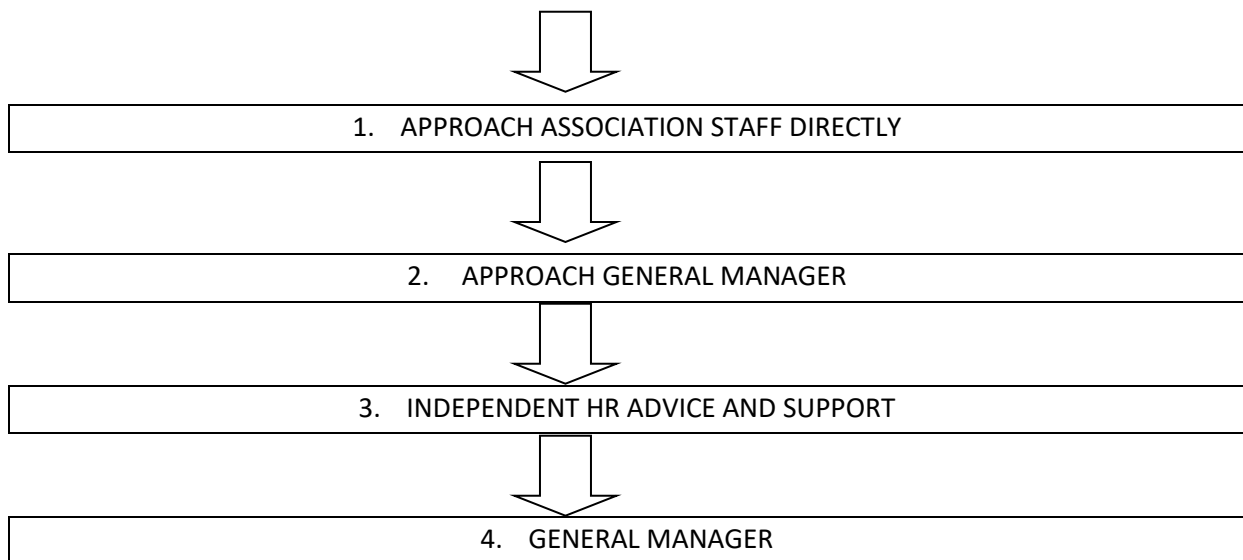
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## Purpose

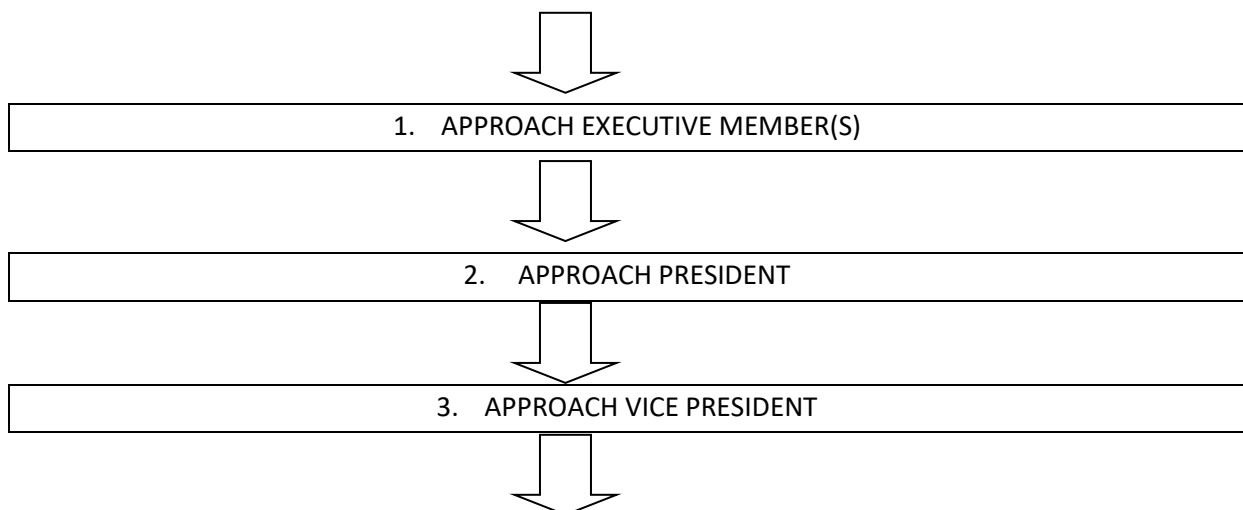
To outline the procedural steps to be taken when a complaint is received under SANITI's Complaints Policy

## Part A – Process Guidelines

### COMPLAINTS AGAINST/REGARDING ASSOCIATION/ASSOCIATION STAFF (excluding General Manager)



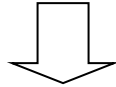
### COMPLAINTS AGAINST/REGARDING THE EXECUTIVE OR EXECUTIVE MEMBER



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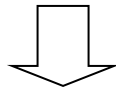
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4. INDEPENDENT HR ADVICE AND SUPPORT and/or ADVICE FROM ASSOCIATION SOLICITOR IF APPROPRIATE

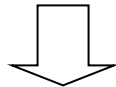


5. PRESIDENT AND/OR VICE PRESIDENT

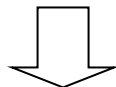
**COMPLAINTS AGAINST THE PRESIDENT**



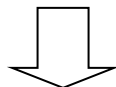
1. APPROACH THE PRESIDENT



2. APPROACH VICE PRESIDENT AND APPOINTMENT AGENT

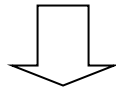


3. INDEPENDENT HR ADVICE AND SUPPORT

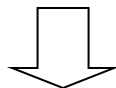


4. SUB COMMITTEE OF EXECUTIVE AND APPOINTMENT AGENT

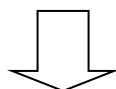
**COMPLAINTS AGAINST THE GENERAL MANAGER**



1. APPROACH GENERAL MANAGER



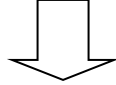
2. APPROACH PRESIDENT



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3. INDEPENDENT HR ADVICE AND SUPPORT and/or ADVICE FROM ASSOCIATION SOLICITOR IF APPROPRIATE



4. PRESIDENT AND ASSOCIATION SOLICITOR

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**Part B – Formal Complaint Procedure**

STEP	TIMING	WHO
<b>Complaint Identification</b>		
Complaint sent to SANITI on Formal Complaint Form	Within 90 days of the incident	Complainant
On receipt of Formal Complaint identify type of complaint, seriousness, any legal implications and assign appropriate SANITI person to manage the complaint.	Within 2 working days of receipt	See Flow Diagram X for appropriate SANITI person
Provide Complainant details of: <ul style="list-style-type: none"> <li>• SANITI contact person responsible for managing the complaint</li> <li>• The SANITI Formal Complaint Procedure</li> </ul>	Within 2 working days of receipt	SANITI Complaint Manager in this instance
Inform Complainant that the Respondent will be informed of the complaint made against them and provided a copy of the complaint within 2 working days	Within 2 working days	SANITI Complaint Manager
Respondent is provided with all information relating to the complaint – unless complaint is withdrawn in the meantime	2 working days after complainant is informed	SANITI Complaint Manager
Seek advice on support options e.g. independent community organisations	At any time	Complainant
Arrange a meeting with the Complainant (using the attached <b>Letter Template</b> as a guide)	Within 5 working days of receipt of complaint	SANITI Complaint Manager

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Negotiation		
Identify and agree upon specific issues Note: additional issues cannot be subsequently added as part of the same complaint	At the first meeting with complainant	SANITI Complaint Manager and Complainant
Arrange meeting with respondent to discuss issues outlined in complaint	Within 3 days of meeting with the complainant	SANITI Complaint Manager
Liaise with both parties and if necessary, source additional information Note: Several meetings may be needed before a resolution acceptable to both parties can be found	Within 10 days of the first meeting with the complainant	SANITI Complaint Manager
If the complaint is resolved the decision is communicated to both parties in writing.  If the complaint remains unresolved then move to the formal investigation stage.	Within 5 days of the last meeting	SANITI Complaint Manager
Formal Investigation		
Investigate the complaint further, if necessary.  Seek advice, information from HR services, lawyer and/or professional independent mediator.	Within 10 days of the last meeting or alternative timeframe agreed by both parties	SANITI Complaint Manager
Make a binding decision and communicate decision to both parties in writing. Include a	Within 10 days of the	SANITI Complaint

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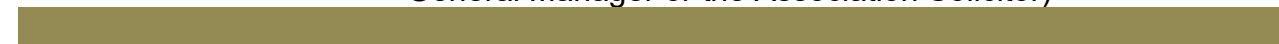
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written summary of the outcome of the complaint and recommendation on progress	formal meeting	Manager
<b>Appeal</b>		
If not resolved during this process either party may choose to follow external procedures including: <ul style="list-style-type: none"> <li>• International Education Appeal Authority (International Students only)</li> <li>• Human Rights Commission procedures (as an alternative, not in addition to grievance procedures)</li> <li>• Privacy Commission Procedures</li> </ul>	At either party's discretion	Complainant or Respondent
<b>Reporting</b>		
<ul style="list-style-type: none"> <li>• Summarise this complaint and attach to file.</li> <li>• Summarise information and issues from complaint(s) to the SANITI Management and Executive on a regular basis, save that complaints regarding SANITI Staff are not to be reported to the Executive</li> </ul>	As required	SANITI Complaint Manager or designated individual

**External Advice May be sought from:**

Craig Morice                                      Association Solicitor (available through General Manager or Advisory Board)

Chapman Employment Relations  
 Human Resource specialists (only with permission of General Manager or the Association Solicitor)



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**Letter Template**

SANITI letterhead

Date

Complainant Name and address

Dear <Complainant>

I am in receipt of your formal complaint regarding.....

I would like to notify you of an opportunity to meet with me to further discuss your complaint.

I have arranged the meeting for <date> at <time>. The meeting will take place in <room>.

Along with myself, <insert other attendees> will be present. They will be attending to <role of attendees>.

I would like to encourage you to bring support with you to the meeting. This person could be a friend or family member, and NMIT student advisor or anyone else you choose. The role of the support person is to observe and ensure the process is fair, and to assist you throughout the meeting, reminding you of any points you would like to raise etc. The support person is not there to speak on your behalf, but you may have an advocate to do this if you require it.

I look forward to meeting with you and hope we can reach a resolution that is fair to all parties concerned. Please contact me on <phone number> or <email address> if you have any questions before the meeting or if you are unable to attend.

Yours sincerely

Name  
Title/Role

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