

# I've made a complaint – what now?

USU will begin its Preliminary Complaint Assessment. Complaints are assessed by a relevant USU team member including the Clubs & Societies Manager, the Wellness Coordinator or Heads of Department.

In all appropriate cases, USU will encourage complainants and clubs to engage in Informal Resolution processes as part of the Assessment. USU will not intervene in situations concerning personality clashes or club politics.

Before USU starts an Assessment, the person submitting the complaint will be informed that their identity will be made available to the person/s they've made

the complaint about. This excludes cases where sexual misconduct has been disclosed and is handled differently. See this fact sheet for details. Complainants will also be provided with details of support services if it's appropriate or needed.

USU takes complaints seriously and this process takes time. We appreciate your patience as we take further steps. For more information, see the USU Complaints Procedure.

## The Preliminary Complaint Assessment

### *These Assessments may involve:*

- o Discussions with relevant parties or respondents.
- o Collating documents, reports or other information relevant to the matter.
- o Implementation of Interim Measures, particularly where sexual misconduct is a factor.
- o See USU Sexual Misconduct Policy 2022 for more information.

### *There are three potential outcomes from this Assessment:*

#### **1. Assisted Resolution**

- o Includes one or more of the following: clarifying a misunderstanding, an apology, discussion/mediation, an agreed plan of action to avoid further incidents or training/educational sessions.

#### **2. Investigation**

- o Undertaken for serious complaints OR where assisted resolution is unsuccessful or deemed inappropriate.
- o Investigations involve giving respondents a right of reply and determining courses of action including escalation to relevant heads of Department. Outcomes will be determined in line with the USU Discipline Policy.
- o Complainants will be provided with a written statement of outcomes and can appeal any decisions made. The results of appeals are final: read more here.

#### **3. No action taken in situations where a complaint is found to be:**

- o Frivolous, malicious or vexatious. A further Investigation will take place and the complainant may be subject to disciplinary action.
- o Outside the remit of USU. The complainant will be referred to more appropriate channels.
- o Lacking in required documentation or the complainant does not engage in the Assessment process.