

Complaints process for USU members

Have you seen or experienced bullying, harassment, discrimination or other behavioural misconduct at a USU related event, program, space or function? Report it to us.

Sexual assault, harassment and misconduct are handled in a different way than general complaints. This information can be found on this fact sheet and in the [USU Sexual Misconduct and Sexual Harassment Policy](#).

How do I lodge a complaint?

See information on steps to take [before submitting a complaint](#).

We are committed to responding to your concerns in a timely, sensitive and confidential way. In return, we ask that you engage with the complaints process and provide sufficient details and supporting information to us.

To submit your complaint, contact USU at wellbeing@usu.edu.au and tell us:

- o What club or society you are in
- o Who is involved
- o What happened AND where it happened
- o What Informal Resolution attempts were made and the outcome/s

What happens next?

Your complaint will be assessed by a relevant USU team member including the Clubs & Societies Manager, the Wellness Coordinator or Heads of Department.

If your complaint concerns USYD but not USU, reach out to the USYD [Student Affairs Unit](#) on 8627 5559.

This assessment leads to four pathways of support:

1. Support to informally resolve the issue
2. Initiate assisted resolution efforts
3. Temporary interim measures
4. Disciplinary action (only in extreme cases)

All clubs and complaints are unique and, as such, are assessed on a case-by-case basis.

A USU team member will contact you by phone or email to discuss your matter and how USU can help.

This process takes time and we appreciate your patience.

Help! I'm a student leader and an incident has occurred at my USU club event

As a student leader, you may require a member or guest to temporarily leave a space, event or function where you need to:

- o Protect the health and safety of the members, staff or guests
- o Prevent serious damage to property
- o Prevent serious disruption

We want to empower you to make the right call so, if you implement this measure, you must report this to the USU as early as possible. For more information, please read the [USU Complaints Policy](#).