

Informal Resolution

Before submitting a complaint - *have you tried informal resolution?*

Informal Resolution means you've tried to resolve the issue via open communication and informal measures within your club.

This often includes supporting the complainant to approach the person in question and:

- Tell them what the issue is
- Ask them to behave differently

It's best to write down what happened and the outcomes during this process.

NO

Before submitting a formal complaint, try resolving the issue using informal resolution in appropriate situations.

Remember: you can always contact USU for advice without submitting a formal complaint if you're unsure what to do.

Not appropriate

Informal resolution is not appropriate in situations where:

- Sexual misconduct, harassment or assault is an issue.
- Conducting informal resolution would pose risk to yourself or others.
- Requests have been made for the persons involved to participate in Informal Resolution and they have refused.

YES

WAS IT SUCCESSFUL?

YES

NO

This is great! No need to submit a formal complaint. Keep a written record of the events in case you need it later. Let USU know what happened if you think it's important.

Lodge a complaint with USU:

Send the details of your complaint to D.Programs@usu.edu.au and include:

- Who is involved
- What club or society you are in
- What happened and where it happened
- What informal resolution attempts were made and the outcome/s

I'm a club executive and an incident is happening right now – what do I do?

If it's an emergency or it could become one, call 000 for help. Contact site/venue security or campus security and management for help, too.

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

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

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 to d.programs@usu.edu.au. For more information, please read the USU Complaints Policy.