

UQ UNION GRIEVANCE RESOLUTION GUIDELINE TABLE

Personal information in the possession or under the control of UQ Union will be held securely, and will be protected from unauthorised access, use, modification and disclosure.

INFORMAL RESOLUTION LEVEL 1			
MATTER	COMPLAINANT	RESOLUTION FACILITATOR	STEPS TAKEN
Personal disagreements between students. Example: Bullying behaviour that has only occurred on one occasion.	UQU affiliated clubs and societies and members of Clubs and Societies.	The relevant UQU affiliated Club and Society and/or the relevant members of the Club or Society.	Where appropriate in the first instance, a student may try to resolve the issue informally by approaching the person concerned directly. Informal resolution strategies may include: <ul style="list-style-type: none"> - Writing a letter to the individual detailing concerns and requesting the alleged behaviour to stop. - Requesting a relevant student representative to raise the matter with the individual NB: Guidance on how to resolve conflict informally can be sought from SHOC at this stage.
	UQU Collectives	The relevant UQU Collective itself eg: a mediator or complaints officer.	
INFORMAL RESOLUTION LEVEL 2			
If the complaint is of a more serious nature OR after an informal resolution has been attempted and the grievance has not been resolved or has escalated further. Example: Experience of violence carried out by other students; Perceived discrimination on the basis of race, national origin, religion, gender, sexual orientation, age, disabling condition or marital status; Harassment or bullying, including in online spaces.	UQU affiliated Clubs and Societies and members of Clubs and Societies.	The Chair of the Clubs and Societies Committee; OR Clubs and Societies Administrator;	These steps will be followed: <ul style="list-style-type: none"> - The Chair of the Clubs and Societies Committee and/or Clubs and Societies Administrator will meet with both parties separately OR - The delegated office bearer will meet with both parties separately. - If necessary, a formal mediation between both parties will be facilitated by SHOC with the intent of resolving the conflict. - Appropriate recommendations will be made to connect all parties in with relevant support.
	UQU Collectives	A delegated office bearer (eg. VP Gender and Sexuality, Abilities Officer, Environment officer, etc.)	
DECISION REVIEW PROCESS			
If the student is not satisfied with the decision made, they have the right to request a review of that decision. If the student intends to request a review, it is important that they do so in writing within twenty (20) business days of being given notice of the original decision.	UQU affiliated Clubs and Societies and members of Clubs and Societies.	The Clubs and Societies Committee; OR President of the UQ Union	In lodging a request for a review, the student should describe the grounds upon which they are doing so e.g.: <ol style="list-style-type: none"> a. The acquisition of new information that supports their case. b. Reasons they believe the process for making the decision was procedurally incorrect or unfair. c. Reasons that the decision was disproportionate to the level of alleged offence.
	UQU Collectives	President of the UQ Union OR Secretary of the UQ Union	

FORMAL RESOLUTION LEVEL 3

<p>If the student is not satisfied with the decision made, they have the right to request a review of that decision. If the student intends to request a review, it is important that they do so in writing within twenty (20) business days of being given notice of the original decision.</p>	<p>UQU affiliated Clubs and Societies and members of Clubs and Societies.</p>	<p>The Clubs and Societies Committee; OR President of the UQ Union OR UQ Grievance Resolution Process</p>	<p>In lodging a request for a review, the student should describe the grounds upon which they are doing so e.g.:</p> <ol style="list-style-type: none"> The acquisition of new information that supports their case. Reasons they believe the process for making the decision was procedurally incorrect or unfair. Reasons that the decision was disproportionate to the level of alleged offence.
	<p>UQU Collectives</p>	<p>President of the UQ Union OR Secretary of the UQ Union OR UQ Grievance Resolution Process</p>	

DECISION REVIEW PROCESS

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INTERVENTION LEVEL 4

<p>This level is used when a student is at risk of harm to themselves or others or if there is an incident of a criminal nature.</p> <p>Example:</p> <p>Involvement in criminal activities; Threat of self - harm or harm to others; Non-compliance of a domestic violence order (DVO); Serious assault. Sexual assault.</p>	<p>UQU affiliated Clubs and Societies and members of Clubs and Societies. UQU Collectives</p>	<ul style="list-style-type: none"> - UQ Grievance Resolution process - UQ Security - Queensland Police Service - UQ Medical/other medical provider 	<p>Notwithstanding the three levels of dispute resolution, if a grievance is of a serious nature by the examples provided on the left, the matter may be directly intervened by the responsible bodies. Steps or sanctions will be dictated accordingly.</p> <p>Possible responses;</p> <ul style="list-style-type: none"> - The student may be placed in a separate room where they are safe, - The police may be called, - The student may be taken to UQ Medical Centre, - The Legal Advocate at SHOC may be consulted <p>University of Queensland policies will be applicable.</p>
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