

DISCRIMINATION & HARASSMENT

*Do you feel you have been discriminated against,
harassed or bullied by a staff member or student?*

SHOC can help you understand your rights when it comes to your treatment at the University of Queensland; give you advice on making a complaint and where to find external help if needed.



UQ POLICY

The University is committed to providing equal opportunity of access, participation and advancement in employment and education, and developing an environment that is free of harassment and discrimination.

HOW TO BEHAVE

The *Student Charter* and the *Research Higher Degree Candidate Charter* define the expectations and responsibilities of both students and the University.

WHAT IF I FEEL I'M BEING DISCRIMINATED AGAINST?

People who feel that they may be experiencing discrimination or harassment, including sexual harassment, racism or exclusion can refer to the Discrimination and Harassment Procedures.

The *Prevention of Discrimination and Harassment* policy and procedures outlines the University's commitment to ensuring that staff, students and visitors are not subjected to behaviours, practices or processes that may constitute discrimination, harassment, vilification, or victimisation.

- *PPL 1.70.02 Prevention of Sexual Harassment*
- *PPL 1.70.03 Racism*
- *PPL 1.70.06 Discrimination and Harassment/ Bullying*
- *PPL 1.70.08 Disability*

GETTING SUPPORT AND ADVICE

STUDENT HELP ON CAMPUS AT UQ UNION

SHOC advocates will initially provide a friendly and non-judgemental person for you to speak with. Anything you tell us will remain confidential, unless you authorise us to speak to somebody else about your situation. SHOC advocates will give you support and advice, including;

- Advice about how to interpret the University of Queensland's Student Grievance Resolution Policy, including finding the right decision maker for your complaint
- Advise about how to try to resolve conflict informally
- Advise about how to write up a formal letter of complaint
- Attending meetings between the student and the decision maker, as a support person/neutral witness

UNIVERSITY OF QUEENSLAND

Discrimination and Harassment Contact Officers are University staff whose volunteer role is to provide a 'first point of contact' in Faculty for people with enquiries related to discrimination, harassment and bullying. They can provide information to students about where to access support or advice.

Student Services Counsellors will listen without judgement, offer new perspectives and work with you on strategies that are right for you. Whatever you say is strictly confidential!

INFORMAL RESOLUTION

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:

- Writing a letter to the individual detailing concerns and requesting the alleged behaviour to stop.
- Requesting a relevant staff member to raise the matter with the individual.
- Requesting a conciliation or mediation be arranged.

It is written in UQ Policy that UQ Staff handling grievances or appeals must:

- Act fairly, impartially and exercise independent judgment
- Maintain confidentiality
- Disclose conflicts of interest
- Assess all the evidence available

LODGING A FORMAL GRIEVANCE (COMPLAINT)

If you believe that you have done everything you can to try to resolve the matter informally, but nothing has been done and/or you are still dissatisfied, you can lodge a formal grievance/complaint. The University acknowledges that all staff, students, and members of the community have a right to complain about a service or product offered by the University. Click here to read UQ Policy on [Student Grievance Resolution](#).

NOTE

Some actions such as sexual assault, rape, and stalking are criminal offences and as such are best handled by reporting them to the police.

HOW SHOC CAN HELP

See SHOC's [Guide to the Grievance Resolution](#).

SHOC also offers small group training to students or staff of UQ in Conflict Resolution, Gender Diversity Awareness, Creative Mindfulness and Mental Health First Aid.



Contact SHOC

You can [make an Equality, Discrimination & Harassment appointment](#) with the SHOC Education & Equity advocate to discuss the situation confidentially and receive advice about what to do next.