# gsa

# Complaints against the GSA by a GSA Member – Policy and Procedure

#### Introduction

GSA prides itself in providing graduate students at the University of Melbourne with the highest quality support and representation.

The purpose for which the Association is established is to advance education, including by providing services and representation that:

- (a) advances the interests and welfare of graduate students;
- (b) represents graduate students within the University and to the community;
- (c) promotes academic and professional support services for graduate students;
- (d) fosters a sense of community amongst graduate students;
- (e) strives for free and accessible quality government funded education;

(f) supports equity and the engagement of the diverse graduate student body in the life of the University; and

(g) promotes the role of graduate students in addressing the challenges of the future and building a just and fair society.

#### Purpose and scope

The purpose of this policy is to provide a complaints resolution framework for complaints made against the GSA by a GSA Member.

A GSA member who has a complaint (that may include a concern, issue or grievance about the process, procedure, service offering, service outcome or interaction with the organisation)

#### Policy statement

GSA will address an issue about, or complaint made against, the GSA by a GSA member in accordance with the Associations Incorporation Reform Act 2012 (Vic) and the GSA Constitution.

Complaints may be resolved through review and decision at the discretion of GSA, or through a facilitated resolution pathway with the complainant.

Subject to its legislative and constitutional obligations, GSA has the discretion to close any complaint matter at the initial assessment stage upon receipt where GSA considers the complaint lacks sufficiently detail to review further, is made without a reasonable basis or is vexatious. Any such decision will be communicated to the complainant.

A GSA decision under this policy is final and is not subject to appeal.

## Procedure

All grievances raised by a GSA member about the GSA must be managed in accordance

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with the grievance procedure set out under rule 5 of the Constitution. If the parties are unable to resolve the grievance between themselves (via informal means), GSA is required to follow the mediation process.

A GSA Member must not initiate a grievance procedure in relation to an issue that is the subject of a disciplinary procedure until the disciplinary procedure has been completed.

#### Confidentiality

Any matter a person raises with GSA will be treated confidentially and will not be penalised in any way for genuinely raising a concern with GSA. Some information may need to be shared on a strict 'need to know' basis with a senior staff, particularly if there is a risk to the health and safety of anyone at GSA. Just ask if unsure.

#### Definitions

**GSA Members**: Any individual that is a 'Member' under the GSA constitution.

**GSA:** The University of Melbourne Graduate Students Association Inc.

**Grievance**: Includes, for the purposes of this policy, complaints made by a GSA member against GSA as an organisation. This definition is specific to this policy.

### **Related documents**

For complaints against another GSA Member, please refer to the 'Complaints against a GSA Member – Policy and procedure'.

For complaints against a GSA Board Member or Representative Councillor please refer to the 'Complaints against a GSA Member Policy and Procedure'.

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