



Complaints Policy

Part 1. Interpretation

1.1. Interpretation

- 1.1.1. In this policy, unless the contrary intention appears, all words and expressions have the same meaning as they have in the constitution of the Clubs & Societies Council, and "JOG" means the Orientation Joint Organising Group.
- 1.1.2. These regulations must be read in conjunction with the C&S constitution.

Part 2. Procedure

2.1. Receipt of Complaints

- 2.1.1. C&S must treat every complaint received seriously.
- 2.1.2. A complaint about a Club can be lodged by serving a signed notice of the complaint on the Executive.
- 2.1.3. If deemed necessary by the Executive, the Club about which a complaint is made will be notified about that complaint.
- 2.1.4. If deemed appropriate by the Executive, a mediation session between the two parties must take place before any action can be taken against the Club.
- 2.1.5. If the complainant wishes to remain anonymous, s/he must provide a written statement of complaint to the Executive.
- 2.1.6. Where, as the result of a mediation and/or investigation, the Executive believes a Club has committed an act of misconduct as prescribed in the C&S constitution, it may take such action as is provided for in that constitution.
- 2.1.7. If deemed appropriate by the Executive, complaints may be referred to the Investigations Supervisor of the University Facilities and Services division, Victoria Police and/or Australian Federal Police.

2.2. Orientation

- 2.2.1. Complaints about a Club's actions during the Orientation Carnival, must be recorded by a C&S Staff Member, and brought to the immediate attention of JOG.
- 2.2.2. The Executive will not take any action in association with an Orientation complaint unless advised to do so by a resolution of JOG.