

Department of Otolaryngology Policy regarding Student Complaints

The following guidelines apply to all students enrolled through the Department of Otolaryngology.

All staff dealing with students must be aware of the University support services available for a student who has a problem and the appropriate handling of student complaints. The University provides extensive documentation and several organizations and units who deal specifically with the handling of student complaints related to discrimination, sexual harassment and bullying. Other student grievances are handled using the Student Grievance Procedures. The Department must also comply with EHS resolution procedures. Given the choice available, it can often be confusing for staff to know the best way to proceed.

It is important that the Department has a shared and consistent understanding of how to respond when issues arise. Worksafe Victoria and the University encourage departments to develop a reporting procedure for students who have a complaint. In line with this, the Department of Otolaryngology has outlined a policy for the staff handling of student complaints.

Aims of the Department Policy:

- Enable all staff to be aware of and observe University procedure
- Ensure a consistent response from staff within the department
- Inform senior departmental management of issues early in the process in an appropriate and confidential manner
- Ensure a prompt response

Underlying the University's Student Grievance Policy is the advice that students should always try to resolve an issue at the simplest and most direct level. Students are therefore advised that if they have a complaint, in the first instance they should attempt to discuss it with the person concerned. Alternatively the student may choose to speak about a problem with one of the following staff who have been identified to assist them.

Students are given information related to grievance procedures and the support offered by the University during enrolment and the Department reminds them of the services available in the welcome kit they receive when they join the Department. In addition to this the student handbook now indicates who they may speak to within the Department:



My Problem is About:

- Sexual Harassment
- Discrimination
- Bullying
- Complaint concerning an academic or administrative decision or the behaviour of a member of staff

You may choose to speak to anyone in the Department and they will direct you to the University support services regarding your complaint. The following individuals may be particularly helpful:

- Your Supervisor (PhD Students)
- Post Graduate Coordinator:
David Sly: 9929 8384
- Harassment & Discrimination Contact Officer
(Master of Audiology Students)
Judy Lockie: 9929 8743
- Senior Lecturer & Course Coordinator
Angela Marshall: 9929 8741
- Honours Coordinator (Honours Students)
Gary Rance: 9929 8745
- Head of Department
Richard Dowell: 9667 7548
- Department Manager
Rachel Holthouse: 9667 7541

The University advises that **staff should not attempt to offer advice** as to how to solve the problem **or to intervene** between the student and the other person concerned. The appropriate Department response to student complaints is outlined on the following chart:

Flow chart of Accountability

Student attempts to speak with the person concerned and resolve the problem



Student confides in a member of staff regarding an issue involving another staff member



. The staff member who has been confided in directs the student to one of the following:

- Sexual Harassment / Discrimination

Anti-Discrimination Advisers and Sexual Harassment advisers can be contacted through the: Equal Opportunity Unit: 834 4438

www.hr.unimelb.edu.au/discrimination-harassment

In addition the Anti-Discrimination Advisor for MD&HS is:

Roger Hurcombe: 83447876

- Bullying

The Anti-Bullying Coordinator: Lara Rafferty can be contacted through the Equal Opportunity Unit: 834 4438

- Student Grievances

See the student grievance procedures at;

W: <http://www.services.unimelb.edu.au/grievances/>

School of Graduate Studies

T: 834 48599

W: www.gradstudies.unimelb.edu.au

For advocacy assistance for post graduate students contact:

University of Melbourne Postgraduate Association (UMPA) Advocacy Service

T: 8344 8657

W: www.umpa.unimelb.edu.au/advice/

For advocacy assistance for all students contact:

Student Union Advocacy Service

T: 8344 6546

W: <http://www.union.unimelb.edu.au/>

For all counselling issues students should be referred to the Counselling Service

T: 8344 6927

W: www.services.unimelb.edu.au/counsel/



Staff member advises the student that department policy recommends that the Head of Department or Department Manager are made aware of student grievances.
This is how the department prefers to handle these issues.
Harassment, discrimination or bullying must be dealt with through the appropriate processes.

Confirm the student consent to proceed.



If the student has agreed, the staff member advises the Head of Department or Department Manager of the complaint. Confidentiality and natural justice principles must be observed



Senior management may be directed by support services to participate in the resolution process if the student has authorized this.



As a result of being made aware of an issue the department may review the success of its support of student and staff relationships.

