GRIEVANCE, COMPLAINT, DISPUTE STATEMENT

If you feel you have been treated unfairly, Discriminated against, Harassed, Victimized, Vilified or Bullied, do something about it.

ACER has policies and procedures in place to help resolve the problem quickly and fairly.

For the purpose of managing Grievances, complaints are distinguished by their level of seriousness. **Less Serious Grievances** are those that are not Unlawful but should be addressed and resolved to avoid repetition or escalation. **Serious Grievances including Unlawful behaviour** may include, but are not limited to, sexual harassment, all matters covered by the grounds of anti-discrimination laws and assault. If you are unsure about the level of seriousness of your matter, seek advice from the Director, ACER Human Resources department.

**Less Serious Grievances** should be handled as close as possible to the source. For Students, the lowest appropriate level to deal with the complaint about a Staff Member is the Director. Note though, you can go directly to the Director, Human Resources if you choose. Either Director will advise you of a course of action and may recommend Mediation. In the event that Mediation is recommended, ACER will write to their appointed external mediator requesting access to an independent external mediator. An independent mediator will be appointed with an appropriate background who is acceptable to both parties and advise both parties date, time and place of Mediation. There will be no cost to you for the Mediation.

**Serious Grievances** including Unlawful behaviour **must be referred directly to the ACER Human Resources Department**. If the matter is serious enough, ACER may report apparent or suspected Unlawful behaviour to the Police.

In the first instance, try to resolve the problem yourself. The next step is to speak to the Director, Human Resources or the Director, ACER Institute who will quickly decide the appropriate course of action. The action taken will depend on the seriousness of the complaint

This may involve you and the Respondent sitting down and trying to resolve the problem (if you haven’t already done so) or Mediation may be recommended.