

COMPLAINT PROCEDURE

What should I do if I need to make a formal complaint?

If you need to complain about a breach of the CCCSC Constitution, Code of Conduct or any other matter you should record the facts in writing and give the report to a CCCSC Committee member.

CCCSC Incident Reports may be provided to support your complaint:

How will my complaint be investigated and resolved?

Subject to your agreement, the CCCSC Committee member can help you find a suitable CCCSC sub-committee or member who can consider the substance of your complaint and facilitate its resolution. You will be advised within one month on the options to have your complaint investigated, and kept informed during its investigation and resolution.

If your complaint is about inappropriate or unlawful behaviour, including harassment or discrimination, you and the person accused both have diverse rights and options for resolution.

What should I do if I experience or observe inappropriate behaviour?

You should tell the offender that the behaviour is unwelcome and unacceptable and ask that it stop. If you feel that you are not able to confront the offender, or if this course of action fails to stop the behaviour, you should complete a CCCSC Incident Report or otherwise record the facts and contact a CCCSC Committee member to discuss your complaint. You have the right to confidentiality, and details of your complaint need not be given at this stage. You will be advised within two weeks on the options available to you to have your complaint investigated, and kept informed during its investigation. If the person accused is a Committee Member they will be excluded from any Committee discussion of your complaint.

What options are available to me to have my complaint investigated?

Subject to your agreement, the CCCSC Committee member can help you find a suitable CCCSC member who can consider the substance of your complaint; inform the person accused of inappropriate behaviour of the nature of your complaint; and facilitate its resolution. If this is not acceptable to you, you may agree with the other person to use a suitably qualified mediator to help resolve your complaint. If you prefer not to attempt resolution of your complaint through facilitation or mediation, you have the right to lodge a formal complaint with the ACT Human Rights Commission

How will my complaint be resolved?

If you agree to facilitation, an attempt will be made to resolve your complaint informally through discussion with and, if appropriate, between the parties. If you prefer mediation, the process to be followed would be that of the organisation which you and the other person agreed to use. If you lodge a formal complaint with the ACT Human Rights Commission, it would be considered in accordance with the Commission's statutory obligations. You have the right to seek external advice, including from the ACT Human Rights Commission, at any stage of the complaint process.



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What are my rights if I am accused of inappropriate behaviour?

You have the right to be provided with full details of any accusations made against you. You have the right to respond to these accusations and to have your response considered in an impartial, sensitive, and timely manner. You have the right to confidentiality. You have the right to decline to take part in facilitation or mediation. You have the right to seek external advice, including from the ACT Human Rights Commission, at any stage of the complaint process.

What happens if a complaint against me is found to have substance?

If a facilitator or mediator concludes that the complaint against you has substance, you can expect to be asked to make an apology and give a commitment to stop your behaviour. If a finding of discriminatory or harassing behaviour is made by the ACT Human Rights Commission, what happens will depend on the decision of the Commission. For serious and/or repeat offences, you may be expelled from membership of CCCSC in accordance with the provisions of Clause 9 of the CCCSC Constitution.