

Referring Grievances in Clubs and Societies

1. BASIC PRINCIPLES

- 1.1 From time to time, grievances arise in clubs and societies affiliated to the University of Melbourne Student Union (UMSU).
- 1.2 These grievances can occur between clubs, individuals within clubs, or between a University of Melbourne student and a club.
- 1.3 This procedure sets out how UMSU staff and student representatives respond to grievances raised by members of clubs.
- 1.4 All parties to a dispute are entitled to have the dispute resolved according to a clear, fair and consistently applied set of procedures, of which this document forms a part.

2. SCOPE

- 2.1 This procedure covers grievances made to UMSU by students of the University of Melbourne in relation to clubs affiliated to UMSU.
- 2.2 This procedure is binding on all staff, student representatives and volunteers of UMSU.
- 2.3 Some grievances cannot be resolved through processes internal to UMSU. This procedure provides for those grievances to be referred on appropriately.

3. HOW TO REPORT A GRIEVANCE

- 3.1 Life-threatening or emergent situations should always be reported immediately to Victoria Police (dial 000) and, if on the University of Melbourne campus, to University Security on 8344 6666.
- 3.2 Grievances can be reported to the Clubs & Societies Office on the first floor of Union House during business hours. Appointments are not required, but you can make one by emailing clubs@union.unimelb.edu.au (particularly if the issue is complex).

4. HOW GRIEVANCES ARE HANDLED

- 4.1 Staff and student representatives (other than in the Clubs & Societies Department) should refer club grievances to Clubs &

Societies.

- 4.2 Staff and student representatives must remain unbiased and treat all matters with confidentiality.
- 4.3 If a student does not wish to speak to the Clubs & Societies Department then you can follow the 'How to Resolve a Grievance' (in Appendix 1) to determine where the appropriate referral is.

5. HOW GRIEVANCES ARE CLASSIFIED

- 5.1 Grievances between a student and the club shall be referred to the Clubs and Societies Department. These grievances may include administrative disputes, unfair treatment, or discrimination in participation in the activities of the club.
- 5.2 Grievances between two or more students can be classified as civil or criminal grievances.
- 5.3 A civil grievance exists when a student experiences behaviour that compromises or limits their ability to actively participate in a club. Examples of civil grievances may include harassment, bullying, libel or slander.
- 5.4 A criminal grievance exists when a criminal act has occurred against a student or students. Examples of criminal grievances may include sexual assault, theft fraud, or assault.

6. REFERRAL — FLOW CHART

- 6.1 The 'How to Resolve a Grievance' flow chart (in Appendix 1) provides information on how to identify a grievance and provide an appropriate referral to a student.
- 6.2 It is important that the Clubs and Societies Department is notified of a grievance to assist us in providing support to the club should the situation escalate.
- 6.3 As the confidentiality of the student is paramount, any information provided to the Clubs and Societies Department should identify the club and the type of grievance, but exclude any personal or intricate details without the permission of the student.

7. CONFIDENTIALITY

- 7.1 Students deserve a fair and unbiased response from UMSU when reporting a grievance, and as UMSU we must keep any information confidential to avoid further distress to the student involved.