

## Reporting in UQSafe or Complaints Management System

UQ is committed to both appropriate investigations of reported psychosocial hazards or incidents and workplace health support for individuals regardless of the reporting format. There are 2 systems that may be used to report – UQSafe or the Complaints Management System (CMS). As indicated in the summary below, the CMS is relevant for reporting concerns related to the way people behave in the workplace and for complaints about administrative processes or policy/procedure breaches. Reports that are entered into the CMS are triaged within the system and sent to the relevant area to respond to (Student Complaints Grievance and Resolution Unit, HR, IU or Research Integrity).

Individuals can determine where to report and are not expected to report in both systems, however in consultation with the reporter communication may occur between UQ divisions to facilitate both workplace support and appropriate levels of investigation of reported concerns.

|                                                                           | <b>Complaints Management System</b><br><i>Managed by Integrity Unit</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>UQSafe</b><br><i>Managed by HSW Division</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Types of reports</b>                                                   | Discrimination, harassment, bullying, student or staff misconduct, sexual misconduct or complaints about administrative processes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Any incident that has occurred causing psychological or physical harm, or any hazard that may lead to harm.                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Who sees the report and what happens after the report is submitted</b> | <p>The report is automatically triaged within the CMS (depending on information entered) and sent to the relevant area to deal with. Matters involving serious misconduct are sent to the Complaint Management Committee (CMC)<sup>1</sup> to determine if investigation is required, what area should be investigating the matter and what resources should be made available to deal with it.</p> <p>The reporter can expect to be contacted by someone from the area that is dealing with the matter. Information from the report may be provided to a relevant area for the complaint to be investigated. The area dealing with the matter will provide information about available workplace health supports as needed.</p> | <p>UQSafe automated workflows make the report available to the supervisor, HSW co-ordinator and a relevant HSW Division member/s (and may include P&amp;F depending on the type of report).</p> <p>The reporter can expect to be contacted by their supervisor and a HSW co-ordinator.</p> <p>A HR client partner may be included in follow up discussions of concerns and if further inquiry is required. With permission matters may be referred to the Integrity Unit when appropriate.</p> |
| <b>Making a confidential/anonymous report</b>                             | A complaint may be submitted as an anonymous report. The anonymous complainant will receive an automatic acknowledgement from the CMS that their complaint has been received.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | When 'restricted' is selected the report will only be made available to the HSW Division Director, Deputy Director, and Senior Manager Health and Wellness. It is not visible to Supervisor or line Managers. The reporter will be contacted to ascertain next steps and ensure appropriate health supports are available.                                                                                                                                                                     |
| <b>Making a confidential/anonymous report cont.</b>                       | As their identity is unknown the reporter will not receive any further contact regarding the report, and the report may be more difficult to action/resolve.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | A restricted report may need to be shared with others to enable a response. In order to meet duty of care obligations, sharing the report with other relevant parties, (such as HR or the Integrity unit) may be necessary for the purposes of investigating and addressing identified risks or safety concerns.                                                                                                                                                                               |
|                                                                           | <a href="#">Complaints management system</a><br><a href="#">Complaints Management Procedure / Document / Policy and Procedure Library</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <a href="#">HSW incident/hazard reporting system</a><br><a href="#">Health and Safety Management Reporting Procedure</a>                                                                                                                                                                                                                                                                                                                                                                       |

<sup>1</sup> Core membership of the CMC comprises the Provost (Chairperson), the Chief Human Resources Officer, the Director Workplace Relations, Director HR Client Partnering, Director IU. Other senior university staff may be invited to attend as need, including but not limited to, the Academic Registrar, Pro Vice-Chancellor Research and the Chief Marketing and Communications Officer.