

Complaints Mediation Procedure

Section 1 - Purpose

(1) The purpose of this Procedure is to set out the processes for mediation of complaints within the Charles Sturt University (the University).

Scope

(2) This Procedure applies to all members of the University community regarding mediation of complaints that have been dealt with under the:

- a. [Complaints Procedure - Workplace](#), or
- b. [Complaints Procedure - Students](#), or
- c. any other matter that has been referred under a policy or procedure of the University for internal review under this procedure.

Section 2 - Glossary

(3) Nil.

Section 3 - Policy

(4) Refer to the [Complaints Management Policy](#).

Section 4 - Procedures

Part A - Mediation

(5) University mediators will be staff members who are suitably qualified and have attended an accredited course recognised by the University or has substantial mediation experience. A list of authorised University mediators will be held by the Executive Director, People and Culture and provided to the University Ombudsman. The Executive Director, People and Culture, will organise where necessary the training of University mediators and monitor the work load of University mediators.

(6) Mediations generally will be conducted by a single mediator appointed by the University Ombudsman. However, mediations may involve more than one mediator where this is considered appropriate by the University Ombudsman.

(7) Mediators will observe the guidelines for mediation approved by the University Secretary.

(8) Mediation will occur normally within fourteen (14) days of both parties agreeing to the appointed mediator(s). The mediator will organise the time and place for mediation to occur. The Faculty, Division or Office will bear its own costs and costs for other parties will be borne by those parties unless otherwise determined by the University Secretary.

(9) The complainant and respondent may be required to provide the mediator with a brief statement setting out their position with regard to the issues that need to be resolved in addition to other information requirements.

(10) At the conclusion of the mediation session the mediator will prepare a written statement of any resolution for signature by the parties.

(11) If mediation is not successful, the mediator will report this to the managers or supervisors concerned and the University Ombudsman. The complainant will be advised of their right to lodge a formal complaint.

(12) Any concerns regarding the conduct by the mediator of a mediation may be referred to the University Ombudsman for review.

Section 5 - Guidelines

(13) Nil.

Status and Details

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