

## DISCRIMINATION, HARASSMENT AND BULLYING PREVENTION AND MANAGEMENT PROCEDURE

### Part A: Roles and Responsibilities

Role	Responsibility
<b>Student</b>	<p>Makes reasonable efforts to resolve matters before making a report or complaint, if it is possible to do so.</p> <p>Is open to identifying and/or considering solutions.</p> <p>Follows the appropriate process in lodging a report and/or lodging or responding to a complaint.</p> <p>Cooperates with reasonable requests from staff involved under this Procedure.</p>
<b>Teacher and other GNLC Staff</b>	<p>Listens and responds to student matters / issues / concerns.</p> <p>Makes reasonable efforts to resolve the complaint.</p> <p>Supports students to make a report.</p>
<b>Course Coordinator or GNLC Coordinator</b>	<p>Responds to and/or investigates student matters in a timely and appropriate manner in accordance with this Procedure.</p> <p>Make reasonable efforts to resolve the complaint.</p> <p>Supports students or other staff to make a report.</p>
<b>Manager or CoM</b>	<p>Provides relevant information to all parties involved, staff and/or students, in resolution of student matters.</p> <p>Facilitates the handling of complaints in a Fair, Confidential and Transparent manner and provides administrative oversight of the referral process.</p>
<b>Support person</b>	<p>Provides assistance and support to any party involved in making a report or complaint</p>

## Part B: Overview

GNLC treats all allegations of unlawful discrimination and harassment as serious matters.

In addressing allegations of unlawful discrimination and harassment:

- a. GNLC will exercise procedural fairness. Those involved in the process will not be biased or affected by conflict of interest, and will act fairly and impartially.
- b. Confidentiality will be maintained wherever possible in the handling of complaints of discrimination.
- c. GNLC will be transparent in the complaint process and all involved will be kept informed of the progress of the complaint and reasons for any decisions.

People making complaints should not suffer adverse consequences or reprisals from GNLC or any of its staff as the result of making a complaint. GNLC will take steps to address any victimisation.

## Part C: Procedure

Discrimination, Harassment and Bullying Prevention and Management Procedure	
<p>Stage 1</p> <p><b>Local Level, self - managed resolution</b></p>	<p>If you experience unlawful discrimination, harassment or you have been a victim of bullying at GNLC, you are strongly encouraged to report the matter.</p> <p>As a first step, <b>you may choose to:</b></p> <ul style="list-style-type: none"> <li>• Address the issue directly with the person who you believe has discriminated against, harassed or bullied you, if you are comfortable to do so.</li> </ul> <p>If you are a student, you can speak to a teacher or other GNLC staff member and ask them for help. They can support you and address the issue on your behalf.</p> <p>Any staff member at GNLC can be involved in this stage and must attempt to resolve the issue. This may include providing advice or general mediation in relation to the issue.</p> <p>Teachers can seek advice from Coordinators to assist in seeking a suitable resolution.</p> <p>If you are a Staff member or a GNLC Centre User you can seek advice from your Coordinator, the Manager or a CoM member.</p>
<p>Stage 2</p> <p><b>Managed Resolution.</b></p>	<p>If you are not comfortable raising the issue Informally, you <b>may choose to Register a Formal Complaint as your first action.</b></p> <p>Note - This stage of the procedure is consistent with the Student Complaints and Resolution Procedure Stage 2 – Register a Formal</p>

	<p>Complaint, but can be used by staff, students or a GNLC user to make a complaint that relates to Discrimination, Harassment or Bullying.</p> <p>To register a Formal Complaint, the complainant should complete a Formal Complaint Form or email the Course Coordinator or Manager. GNLC Centre Users should email Formal Complaint Forms to the GNLC Coordinator.</p> <p>Formal Complaint Forms are located on the shared Network Drive and any GNLC staff can support students to access and complete the formal complaint form. This may include teaching staff, Coordinators, Administration staff or the Manager.</p> <p>Formal Complaint Forms or emails are submitted to the Coordinator and/or Manager. The Coordinator and/or the Manager will then meet with all parties and endeavor to resolve the matter.</p> <p>The Manager will communicate the outcome to all parties within 7 days of the written complaint being lodged.</p> <p><b>If an allegation is made that you have discriminated against or harassed a person or group</b></p> <p>If an allegation is made against you, GNLC will advise you of the allegation. You will be given the opportunity to know the case against you and have the opportunity to respond to the allegations made. The process is confidential.</p>
<p><b>Stage 3 Appeal</b></p>	<p>If the complaint is not dealt with to the complainant's satisfaction within a 7-day period they may bring it to the attention of the Manager or Chairperson of the CoM.</p> <p>The Manager or Chairperson will consider all relevant documentation, may meet with the complainant and other relevant parties, and will make a decision. As soon as practicable, the complainant will be kept informed of the process, of the decision and of any corrective action. The complainant will also be informed of the right to appeal the decision.</p> <p>Any person who is the subject of the complaint will have the right of reply.</p> <p>The complainant may request and be given support from a suitable person such as a teacher or other staff member at any point in this process. The Complainant may also elect to have someone external from the Centre act as a support person.</p>
<p><b>Stage 4 External resolution</b></p>	<p>If the issue is still not resolved to the complainant's satisfaction, the complainant should inform the CoM in writing. GNLC will make arrangements for an independent external mediator person to resolve the issue.</p> <p>The student will be given the opportunity to formally present his or her case. The time frame for this process may vary but should take no longer than 14 days.</p>

**It is unacceptable to victimise someone who has made a complaint. People making complaints should not suffer any adverse consequences or reprisals from GNLC or any of its Staff or Centre Users as a result of making a complaint. GNLC will take steps to address any victimisation.**

#### **If you make a vexatious complaint**

A vexatious complaint is where a groundless complaint is lodged to cause harm, or harass the respondent.

If GNLC has reasonable grounds to regard a complaint as vexatious, it may decline to investigate the matter.

#### **Records of the Complaint**

Details of Formal Complaint, including Formal Complaint Forms, notes from any meetings and the outcome, will be recorded on the Complaints Registry and stored on the Shared Network Drive.

<b>Status</b>	Current
<b>Effective Date</b>	16/6/20
<b>Review Date</b>	16/6/23
<b>Approval Authority</b>	Committee of Management
<b>Enquiries</b>	9304 3910