

Policy: Student complaint resolution

政策：处理学生投诉

Purpose

目的

To provide a set of principles for the resolution of student concerns about their experience at the University.

提供一套处理学生关于大学生活的投诉的指导原则。

Overview

综述

This policy covers students' complaints about unfair treatment in a course, discrimination, sexual or other harassment, bullying, and other grievances that arise during the student's time at the ANU.

本政策用于指导如何处理学生关于课程中不公平待遇、歧视、性骚扰或其他骚扰、霸凌以及学生在澳大利亚国立大学期间产生的其他不满的投诉。

Scope

范围

This policy applies to all students and staff of the ANU.

本政策适用于澳大利亚国立大学的所有学生和教职员工。

This policy and associated procedure do not cover specified instances that are covered under other legislation:

本政策及相关程序并不包括其他法例所涵盖的特定情况：

- fees, [[Fees Rules; Finance & Fees](#)]
费用，【[费用规则](#)；[财务及费用](#)】

- assessment review and appeals [[Assessment Rules](#)]
评估审查和申诉【[评估规则](#)】
- academic performance [[Academic Progress Rules](#)]
学习成绩【[学术进度规则](#)】
- discipline [[Discipline Rules](#)]
纪律【[纪律规则](#)】
- academic and research misconduct
学术和研究不端行为
- library and IT access [[Information Infrastructure and Services Rules](#)]
图书馆和 IT 访问【[信息基础设施和服务规则](#)】
- residential halls and colleges.
宿舍。

Policy statement

政策声明

1. The Australian National University has an approach to complaints and grievances that:
澳大利亚国立大学针对投诉和不满有一套处理方法：
 - a. provides a work and study environment that is responsive, safe and fair for all members of the University community;
为大学全体成员提供一个响应及时、安全及公平的工作及学习环境；
 - b. is consistent with the Higher Education Standards Framework (Threshold Standards), Education Services for Overseas Student Act, and privacy legislation
遵循高等教育标准框架（门槛标准）、海外学生教育服务法案和隐私法
2. The University does not tolerate bullying, discrimination, harassment, sexual harassment, victimisation or vilification through any means or medium. It also has legal responsibilities to students regarding behaviour, work practices, policies or processes that may constitute unlawful discrimination, harassment, sexual harassment, victimisation or vilification.
本校不容许以任何方式或媒介进行霸凌、歧视、骚扰、性骚扰、迫害或诽谤。此外，如果出现可能构成非法歧视、骚扰、性骚扰、迫害或诽谤的行为、工作方法、政策或程序，本校亦对学生负有法律责任。
3. The University encourages students to raise concerns so that these may be addressed.
学校鼓励学生提出问题，以便解决这些问题。

4. Complaints are treated seriously, expeditiously and sensitively, having due regard to procedural fairness, confidentiality and the potential for victimisation.
投诉会得到认真、迅速和妥善地处理，并充分考虑到程序正义、保密和防止投诉者遭到打击报复。
5. Complaints are resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred, with an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.
应在事件或情况发生后尽快通过讨论、合作和调解的方式来解决投诉的问题，处理结果应可接受，应最大限度地减少对当事人目前的工作或学习的任何潜在影响。
6. Complaint resolution is an integral part of managers' and supervisors' duties, which also include responsibility for identifying, preventing, responding to and redressing problems experienced by students.
处理投诉是管理层和主管职责的必要组成部分，他们的职责还包括识别、预防、应对和纠正学生遇到的问题。
7. Both the complainant and the respondent receive appropriate information, support and assistance in resolving a complaint.
在处理投诉时，投诉人和被投诉人都会获得适当的信息、支持和协助。
8. Where a complaint concerns an enrolled student who is also employed as a staff member of the University, the complaint may be addressed under this policy or under the related policy for staff complaint resolution, as appropriate.
如投诉涉及的学生同时受聘为本校职员，可根据本政策或处理职员投诉的相关政策（视乎情况而定）处理。
9. Anonymous complaints are not able to be investigated and resolved.
对匿名投诉不予调查和处理。
10. Complaints that are frivolous, vexatious or lacking in substance are not investigated. Students are expected to participate in the complaint resolution process in good faith.
轻浮、无理取闹或缺乏实质内容的投诉将不予调查。希望学生本着诚信的原则参与投诉处理过程。
11. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.
关于保密和隐私的要求也涵盖与投诉相关的任何信息和记录的使用和存储。
12. The Dean of Students acts as a neutral intermediary between students and the University. The Dean assists students to determine whether a complaint or grievance is reasonable, clarify the best way to address the complaint within the University, and, where appropriate, helps a student to resolve a complaint informally. Consultations

with the Dean of Students are entirely confidential, do not constitute instigation of a formal complaint, and no action is taken unless a student agrees it should be taken.

学务长在学生和学校之间起着中立的居间人作用。学务长帮助学生界定投诉或不满是否合理，阐明在大学内部处理投诉的最佳方式，并在适当时帮助学生通过非正式方式解决投诉的问题。向学务长咨询是完全保密的，不构成正式投诉，并且除非学生同意，否则不会采取任何行动。

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