

Procedure: Student complaint resolution

程序：处理学生投诉

Purpose

目的

To provide the process for the resolution of student concerns about their experience at the University.

提供处理学生关于大学生活的不满的流程。

Procedure

程序

1. Any student with an immediate safety issue should contact ANU Security on x52249.

任何遇到紧急安全问题的学生都可以通过 x52249 联系澳大利亚国立大学保卫处。

2. The following areas are able to provide advice on complaints and grievances to students at any stage of the process:

以下个人或机构可在此流程的任何阶段为希望投诉和怀有不满的学生提供意见：

- a. Dean of Students

学务长

- b. ANU Students' Association (ANUSA)

澳大利亚国立大学学生会（ANUSA）

- c. Postgraduate and Research Students Association (PARSA)

研究生会（PARSA）

- d. Access, Inclusion and Wellbeing

残障人士服务及福利中心（Access, Inclusion and Wellbeing）

- e. Counselling Centre

咨询中心

f. Other staff as appropriate to the circumstances.

其他教职员工（视情况而定）。

3. The Dean of Students may assist in the resolution of an informal complaint or grievance.

学务长可协助解决非正式的投诉或不满。

4. A student may refer a matter to an external body (such as the Australian Human Rights Commission) at any time. The University may suspend or cease an internal review of a complaint if an external review is conducted. This referral will be undertaken in accordance with any requirements stipulated in the Education Services for Overseas Students Act and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, though is not exclusive to international students.

学生可随时将投诉事项转介至外部机构（如澳大利亚人权委员会）寻求帮助。如果进行外部审查，则学校可能会暂停或终止内部审查。此类转介将根据《海外学生教育服务法案》和《2007年招收海外学生的教育与培训机构及注册审批机构国家行业规范》中规定的任何要求进行，但不限于国际学生。

5. Any complaints directed specifically against the Vice-Chancellor or Deputy Vice-Chancellor are referred to a nominee of the Chancellor, who determines who is to conduct an investigation. Any investigation follows the general procedure outlined in this Policy.

任何针对校长或常务副校长的投诉都将提交给荣誉校长的提名人选，由其决定由谁来进行调查。所有调查均遵循本政策中概述的一般程序。

6. In all cases this procedure is commenced within 10 working days of an issue being raised.

在任何情况下，投诉处理程序都应在投诉人反映问题后 10 个工作日内开始。

7. If at any stage of a process a complaint is considered frivolous, vexatious or is lacking in substance, the person considering the complaint may choose not to proceed with the complaint resolution process. The reasons for arriving at this decision must be documented and provided to the student.

如果在处理投诉的任何阶段，相关投诉被视为轻率、无理取闹或缺乏实质内容，则受理投诉的人可以选择停止处理投诉。做出这个决定的原因必须被记录下来并告知学生。

8. A person responsible for investigating a formal complaint ensures that a confidential file is created.

负责调查正式投诉的人员应创建相关的机密文件档案。

Informal Resolution

非正式解决

9. A student with a complaint or grievance is strongly encouraged to:

我们强烈建议希望投诉或怀有不满的学生：

a. seek advice on whether they have a legitimate complaint or grievance and how to resolve their concerns; and

就他们的投诉或不满是否合理，以及如何解决他们担心的问题寻求意见；并

b. initially seek an informal resolution of any complaint or grievance that they decide to pursue.

对于他们决定追究的任何投诉或不满事项，首先寻求非正式的解决办法。

10. After gathering information and advice in relation to a complaint or grievance, a student may:

在收集有关投诉或不满的信息和意见后，学生可：

a. Take no further action; or

不采取进一步行动；或

b. Make an informal approach to the person concerned (the respondent). The Dean of Students can assist with this process; or

与当事人（被投诉人）进行非正式的接触。学务长可在此过程中提供协助；或

c. Proceed directly to the formal complaint resolution process.

直接进入正式的投诉处理程序。

11. Most complaints and grievances are resolved informally, through discussion between the involved parties.

大多数投诉和不满都是通过相关各方的讨论非正式地解决的。

Formal Resolution

正式解决

12. A student may lodge a formal complaint or grievance where an attempt at informal resolution has been unsuccessful or is not appropriate.

如果尝试非正式解决失败或这么做不合适，那么学生可以正式提出投诉或不满。

13. The complaint or grievance is lodged with the responsible officer in writing.

投诉或不满应以书面形式向主管人员提出。

14. The responsible officer is the person with responsibility for the area, staff member or student concerned, including:

主管人员是有关机构、职员或学生的负责人，包括：

- a. an issue with a course should normally be referred to the course or program convener;
有关课程的问题通常应提交课程或项目召集人处理;
 - b. a problem involving a particular staff member or student should normally be referred to that person's supervisor or the appropriate Head of School or Department;
涉及某名教职员或学生的问题，通常应转介至该名教职员或学生的主管或有关的院系或部门主管进行处理;
 - c. a problem regarding the Head of a residential hall or college should be referred to the Registrar, Student Life.
有关宿舍或学院负责人的问题应转介给学生生活教务长。
15. If the appropriate responsible officer is not clearly identifiable, students seek advice from the Dean of Students.
如无法确认合适的主管人员，学生可向学务长寻求意见。
16. Once the responsible officer has received details of the complaint they aim to resolve it expeditiously, confidentially, and normally within ten working days of receipt.
主管人员通常应在收到详情投诉后十个工作日内，在尊重当事人隐私的前提下迅速有效地解决投诉的问题。
17. The responsible officer:
主管人员:
- a. considers whether the complaint can be resolved at the local level or whether it should be referred elsewhere for advice and/or resolution
考虑是否可在其部门层面解决投诉，或是否应转介至其他地方寻求意见和/或解决方法
 - b. considers whether the complaint is appropriately dealt with under these procedures or whether there are other policies or procedures that are more appropriate and if so refer the complainant to those procedures
考虑是否根据这些程序妥善处理了投诉，或是否有其他更合适的政策或程序，并且如果有的话，将投诉人转介至其他程序
 - c. informs the member(s) of the University against whom the complaint has been made ('respondent') of the details;
将投诉的详细内容告知被投诉的大学成员（“被投诉人”）
 - d. provides the complainant and respondent with a copy of the Policy and Procedures relating to the resolution of student complaints;
向投诉人和被投诉人提供有关解决学生投诉的政策和程序的副本;

- e. in most situations organises a discussion with the complainant (including face to face, telephone, or other methods), to hear the full details of the complaint;
多数情况下会与投诉人进行讨论（包括面谈、电话或其他方式），以了解投诉的全部详情；
- f. allows each party to be accompanied and assisted by a support person in any relevant meetings if requested.
如有要求，允许各方在参与任何相关会谈时由一名支持人员陪同和协助。
- g. explains the process and the range of options available to each party, and ensure that the parties are aware of and, where appropriate, have accessed relevant sources of advice and support;
解释各方可采用的程序和选项，并确保各方了解和适时获得相关意见和支持；
- h. considers the complainant's concerns and their desired outcomes and any responses given by the respondent;
考虑投诉人的顾虑及其期望的结果以及被投诉人的回应；
- i. considers whether the complaint constitutes a genuine grievance;
考虑相关投诉是否构成真正的冤屈；
- j. seeks to obtain an agreed resolution;
寻求达成一致的解决方案；
- k. makes notes and diary entries as appropriate, which may include some form of confidential file note;
适当地做笔记和记录，其中可能包括某种形式的机密文件记录；
- l. keeps the complainant and the respondent informed of actions taken in considering the complaint;
将针对投诉所采取的行动及时通知投诉人及被投诉人；
- m. takes into account the impact of any proposed resolution of the complaint on any third parties;
考虑投诉的任何拟议解决方案对任何第三方的影响；
- n. documents the actions taken to resolve the complaint including any findings made or agreements reached and provide a copy to the complainant and respondent;
记录为解决投诉而采取的行动，包括任何调查结果或达成的协议，并向投诉人和被投诉人提供副本；
- o. ensures that a confidential file is created; and
确保创建机密文件；并

- p. monitors the situation during and after the resolution process.
在达成解决方案期间和之后关注事态。

18. Where a complainant or respondent considers that the complaint has not been satisfactorily resolved, they may escalate the process.

投诉人或被投诉人如认为投诉未能圆满解决，可向上申诉。

Escalation

向上申诉

19. If the formal resolution process has not resulted in satisfactory resolution of the complaint, it can be referred to the relevant Dean of an ANU College, the Director of a Division, or appropriate nominee of one of these individuals (the 'mediator').

如果正式的解决程序未能圆满解决投诉的问题，可将投诉转介至澳大利亚国立大学相关学院的院长、相关部门的负责人或二者之一的提名的适合人选（“调解员”）。

20. If a mediator is not impartial, the matter should be referred to the Deputy Vice-Chancellor who will nominate an appropriate alternative delegate.

如果调解员未站在中立的立场，则应将相关事项转介至常务副校长，由其提名合适代表。

21. The complainant or respondent submit details of the complaint in writing to the mediator, including an account of attempts made thus far to resolve the complaint.

投诉人或被投诉人以书面形式向调解员提交投诉详情，包括迄今为止为解决投诉所作的努力。

22. The mediator aims to resolve the complaint expeditiously, confidentially, and normally within ten working days of receipt.

调解员通常应在收到投诉后十个工作日内，在尊重当事人隐私的前提下迅速有效地解决投诉的问题。

23. A mediator may take investigative actions including but not limited to:

调解员可进行调查，包括但不限于：

a. Referral for investigation by a senior staff member from another area of the University;

转介至大学其他部门的资深员工进行调查；

b. Requesting further documentation;

要求进一步提供相关文件；

c. Discussions with parties involved, with the parties permitted to be accompanied and assisted .by a support person at any relevant meetings if requested.

与有关各方讨论，如有要求，允许各方在参与任何相关会谈时由一名支持人员陪同和协助。

24. On the basis of this written submission (supplemented by other relevant documentation, and by discussion with the complainant, respondent, and others, as appropriate), the mediator may:

调解员可根据这份书面材料（由其他相关文件做补充，并酌情与投诉人、被投诉人及其他人员进行讨论）：

a. consider the complaint outside the ambit of this procedure, and choose to take no action in respect of the complaint, or refer it for action under other University complaint provisions;

认为投诉超出本程序范围，选择对该投诉不采取任何行动，也不进行转介以便根据本校其他投诉条款采取行动；

b. consider the complaint to be frivolous or vexatious or without substance and choose to take no action in respect of the complaint, or refer the complaint itself for consideration under the discipline rules;

认为投诉轻率、无理取闹或缺乏实质内容，选择对该投诉不采取任何行动，也不根据纪律规则进行转介；

c. consider the complaint already satisfactorily resolved, and direct those involved to proceed accordingly;

认为已圆满解决投诉的问题，并指示相关人员跟进；

d. consider the complaint unresolved previously, make an alternative determination, and direct those involved to proceed accordingly;

认为投诉的问题未解决，做出其他决定，并指示相关人员跟进；

25. The mediator reports in writing any actions or findings to both the complainant and the respondent, and initiates appropriate actions to resolve the complaint. This may include action under the relevant disciplinary provisions where appropriate.

调解员以书面形式向投诉人和被投诉人报告所有行动或调查结果，并开始采取适当行动解决投诉的问题。这可能包括根据有关惩戒规定酌情采取的行动。

Outcome Actions

采取的行动

26. Actions required will vary depending upon the nature and circumstances of each complaint. Some potential outcomes may be:

所需采取的行动视每项投诉的性质和情况而有所不同。一些可能的结果包括：

- a. a complainant gaining a better understanding of the situation and no longer considering that they have been aggrieved;
投诉人对情况有了更清楚的了解，不再感到不满；
- b. an oral or written apology;
口头或书面道歉；
- c. an oral or written caution; or
口头或书面警告；或
- d. agreement to participate in some form of mediation or counselling.
同意参加某种形式的调解或咨询。

27. Disciplinary action is not provided for as part of this process. However, at any stage in this process, a responsible officer or mediator may believe that a person's behaviour may constitute misconduct, terminate this process and refer the complaint for consideration under the University's disciplinary provisions.

在这一过程中没有规定惩戒措施。然而，在这一过程的任何阶段，如果主管人员或调解员认为某人的行为可能不端，可终止这一过程，并根据大学的惩戒规定将投诉转介至校方考虑。

Translated on 31 January 2020

Source https://policies.anu.edu.au/ppi/document/ANUP_000540