

Name of Policy	University Visitor Policy
Description of Policy	This Policy covers the role of the University Visitor and the procedures for referring relevant matters to the University Visitor.
Policy applies to	<input checked="" type="checkbox"/> University-wide <input type="checkbox"/> Specific (<i>outline location, campus, organisational unit etc.</i>) <hr/> <input checked="" type="checkbox"/> Staff Only <input type="checkbox"/> Students Only <input type="checkbox"/> Staff and Students
Policy Status	<input type="checkbox"/> New Policy <input checked="" type="checkbox"/> Revision of Existing Policy
Description of Revision	This policy has been updated to clarify that only ACU staff may refer matters to the University Visitor.

Approval Authority	Vice-Chancellor
Governing Authority	
Responsible Officer	Director, Human Resources

Approval Date	14 October 2009
Effective Date	
Date of Last Revision	
Date of Policy Review*	

* Unless otherwise indicated, this policy will still apply beyond the review date.

Related Policies, Procedures, Guidelines and Local Protocols	
---	--

Table of Contents

1. Background Information	3
2. Procedures	3
3. Contacting the University Visitor	4
4. Policy Review	4
5. Further Assistance	5

1. Background Information

The University's grievance procedures currently describe how staff address grievances/complaints in respect of a range of matters. Among other things, these procedures provide for rights of review within the University if a person is dissatisfied with a particular outcome. Access to the University Visitor under the provisions of the University's grievance procedures will only be available in respect of a grievance that has first been raised under those procedures following the appointment of the University Visitor. Any grievance that has been raised with and dealt by the University prior to the appointment of the University Visitor will not be able to utilise the provisions of this Policy.

2. Procedures

- 2.1. In addition to their ability to raise grievances/complaints internally, and seek a review in respect of any decision of the University, staff may be able to make a complaint to an external body. Examples of such complaints, and the external body to which they could be referred, include, among others, those relating to:
 - unlawful discrimination - referred to the appropriate state or federal equal opportunity commission;
 - privacy - referred to the Federal Privacy Commissioner;
 - disputes concerning the University's enterprise agreements - in appropriate circumstances referred to Fair Work Australia.
- 2.2. From time to time, staff may not have the right to raise a grievance/complaint with an external body (such as those referred to in 2.1 above) because there is no external body that has been established to review the particular grievance/complaint.
- 2.3. To take account of such circumstances, the University has established the position of University Visitor. Accordingly, where there is no other external review available, a staff member may refer any unresolved grievance/complaint to the University Visitor for review.
- 2.4. The role of the University Visitor will be undertaken by someone who is not an employee of the University. The Visitor will initially be appointed for a one year term. The Visitor's appointment will be reviewed, thereafter (currently anticipated to be on a biennial basis), together with the Visitor arrangements generally.
- 2.5. Other than as provided for in 2.6, it is intended that the Visitor will review only those grievances/complaints which are serious and are not capable of external review. Serious grievances/complaints will be those which raise an important issue for the University.
- 2.6. A staff member who receives advice that the Vice-Chancellor has decided to take disciplinary action for unsatisfactory performance in relation to her/him, may seek a review of process by the University Visitor. The University Visitor will solely review the steps taken during the process to establish that the staff member was afforded procedural fairness throughout the managing of staff performance process. The

University Visitor will submit a report on the findings of this Review to the Vice-Chancellor.

- 2.7. The Visitor's review of grievances/complaints lodged with her or him will usually involve a review by the Visitor of the existing documentation relating to that grievance/complaint. In particular cases, however, the Visitor may request that the parties make further written submissions, including on any matters the Visitor considers relevant, so as to assist her or him in reviewing the particular grievance/complaint.
- 2.8. The Visitor will make a written report to the Vice-Chancellor about the grievance/complaint. Grievances/complaints will generally be addressed by the Visitor within 30 days of formal receipt of the grievance/complaint.
- 2.9. The Visitor is the final avenue of review in respect of all such grievances/complaints.
- 2.10. If, at any time during the Visitor's review of the grievance/complaint, the person making the grievance/complaint becomes aware of an avenue for its external resolution, and that external process is initiated by them, the Visitor's review of the grievance/complaint in such circumstances will ordinarily be terminated.
- 2.11. No charge or fee applies in respect of any complaints addressed to the Visitor.
- 2.12. The University will review the Visitor arrangements to see if they are efficient and effective. In light of that review, the University will then determine whether changes to the Visitor arrangements are appropriate.
- 2.13. Access to the University Visitor is for complaints or grievances commenced on or after 30 September 2005.

3. Contacting the University Visitor

All communications with the University Visitor should be addressed as follows:

The Hon James Macken AM
University Visitor
Australian Catholic University
P.O. Box 968
North Sydney, NSW, 2059

4. Policy Review

The University may make changes to this Policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this Policy may forward their suggestions to the Human Resources Advisory Service.

5. Further Assistance

Any staff member who requires assistance in understanding this Policy should first consult her/his nominated supervisor. Should further advice be required staff should contact the Human Resources Advisory Service, HR@acu.edu.au or extension 4222.