



OPTiMA

ARC TRAINING CENTRE IN
OPTIMISATION TECHNOLOGIES
INTEGRATED METHODOLOGIES
AND APPLICATIONS

Complaints Policy for ARC Training Centre in Optimisation Technologies, Integrated Methodologies, and Applications (OPTiMA)

At OPTiMA, we value feedback and strive to provide a positive experience for all members. We understand that there may be occasions when you have a concern or complaint about the business and operations we undertake. In such situations, we are committed to resolving the issue as soon as possible and to your satisfaction.

The following policy outlines the process for making a complaint:

Scope of Policy

This policy applies to all members of OPTiMA, including PhD students, Masters students, Research Fellows, Associate Investigators, Chief Investigators, and Industry partners.

Types of Complaints

Complaints may relate to any aspect of OPTiMA's business and operations, including but not limited to:

- Misconduct of any members of OPTiMA
- Inadequate resources or support provided by OPTiMA
- Discrimination, harassment, or bullying
- Breach of confidentiality or privacy
- Quality of education, training or research
- Administrative processes or communication

Making a Complaint

All complaints must be made in writing and directed to the OPTiMA Operations and Business Manager, who will initiate the complaints process. The complaint can be submitted via email or letter, and should include the following information:

- The nature of the complaint
- The names of any individuals involved
- The date and location of the incident
- Any evidence to support the complaint
- Any steps already taken to address the issue

If the complaint is about the OPTiMA Operations and Business Manager, it should be directed to the Director of OPTiMA.

Complaints Process

Upon receipt of a complaint, the OPTIMA Operations and Business Manager (or OPTIMA Director) will acknowledge receipt of the complaint within five (5) working days. The OPTIMA Operations and Business Manager will then conduct a thorough investigation of the complaint, including gathering relevant information and interviewing all parties involved. The OPTIMA Operations and Business Manager may need to seek the advice of, and work together with, the node university; if so, they will let you know in writing.

The investigation will be completed within thirty (30) working days. However, if the complaint is complex, involves multiple parties, or requires external expertise, this time frame may be extended. In such cases, the OPTIMA Operations and Business Manager will provide regular updates to the complainant regarding the progress of the investigation.

Once the investigation is complete, the OPTIMA Operations and Business Manager will provide a written response to the complainant. This response will include:

- A summary of the investigation findings
- Any actions taken or proposed to address the complaint
- Any recommendations to prevent similar incidents from occurring in the future
- Information on how to escalate the complaint if the complainant is not satisfied with the response

Escalating a Complaint

If the complainant is not satisfied with the response provided by the OPTIMA Operations and Business Manager, they can escalate the complaint to the Director of OPTIMA, who will review the complaint and provide a final response.

Confidentiality

All complaints will be treated confidentially and only shared on a need-to-know basis. Information will be stored securely and in accordance with privacy legislation.

Retaliation

OPTIMA has a zero-tolerance policy for retaliation against complainants. Any member found to have engaged in retaliation will be subject to disciplinary action.

Review of the Policy

This policy will be reviewed annually to ensure it remains relevant and effective.

If you have any questions or concerns regarding this policy or the complaints process, please contact the OPTIMA Operations and Business Manager, or the OPTIMA Director. We are committed to resolving complaints in a fair and transparent manner and ensuring the best possible experience for all members of OPTIMA.

OPTIMA links to Resources, Policies and Procedures

<https://optima.org.au/centre-resources/> for information on OPTIMA's policies and procedures.

<https://optima.org.au/governance-2/edi-resources/>

Node specific policies

University of Melbourne

<https://policy.unimelb.edu.au/MPF1066/>

Monash University

<https://www.monash.edu/students/support/complaints/policies-procedures>

https://www.monash.edu/_data/assets/pdf_file/0005/138083/grievance-procedure-flow-chart.pdf