

You should use this flowchart if you have concerns about a TUSA service or employee

**Do you feel comfortable raising the issue directly with those involved?**

**YES**

**NO**

**Direct Resolution**

Discuss the issue with those involved and politely request behaviour to cease.

Behaviour continues despite attempt to resolve.

Behaviour ceases

**Local Resolution**

Seek assistance from a TUSA manager, or the TUSA General Manager

Management identify cause of issue and implement strategies to address concerns.

Parties dissatisfied with the local resolution may lodge a formal complaint.

*See Formal Resolution stem.*

**Formal Resolution**

A formal complaint is submitted in writing to a TUSA Manager, the TUSA General Manager or the Chair of the TUSA Board, requesting a formal investigation takes place.

Complaint is substantiated.

Disciplinary action may be taken against the respondent.

Complaint is unsubstantiated.

If complaint is aggravating, disciplinary action may be taken against complainant.

**The issues is resolved.**

Parties dissatisfied with the formal resolution may seek external assistance.

*NOTE: Where serious allegations are made, the TUSA may have a legal obligation to formally investigate or refer to police.  
\*External agencies may include the University of Tasmania, Australian Human Rights Commission, Fair Work Ombudsmen, Fair Work Commission, relevant State Anti-Discrimination Board and other bodies or the court*