

## OUTLINE OF VISITOR CHARTER

1. The purpose of this document is to set out the general principles that will apply to the review of grievances / complaints formally lodged with the Visitor.
2. Unresolved grievances / complaints will only be reviewed by the Visitor if:
  - (a) there is no external body to which that grievance / complaint can be referred for review. Accordingly, the Visitor must initially review any grievance / complaint referred to her or him to assess whether any such external body could consider the grievance / complaint; and
  - (b) the Visitor has assessed the grievance / complaint as being sufficiently serious to warrant a review by the Visitor.
3. Where practicable, the Visitor should conclude this assessment within 10 days of receiving a formal lodgement of the particular grievance / complaint.
4. If the Visitor:
  - (a) considers that there is an external body that could review the grievance / complaint referred to her/him, the Visitor will notify the person making the grievance / complaint that she/he is unable to review the matter and will provide her/his reasons for forming such a view; or
  - (b) considers that:
    - (i) there is no external body that could review the grievance / complaint referred to her or him; and
    - (ii) the grievance / complaint is sufficiently serious so as to warrant review, the Visitor will notify the person making the grievance / complaint that the Visitor will review the matter.
5. Assuming the Visitor has determined she or he can review the grievance / complaint, that review will generally be conducted by way of a reconsideration by the Visitor of the existing documentation relating to a particular grievance / complaint. However, in appropriate cases, the Visitor may also:
  - (a) request that the parties make further written submissions to assist her or him; and
  - (b) refer to University policies, agreements, codes of conduct, employment contracts or other similar documentation (subject to receipt by the Visitor of any necessary consents).
6. Once the Visitor has concluded his or her review of the grievance / complaint the Visitor will prepare and submit a report to the Vice-Chancellor. The report will include the documentation provided to the Visitor for the purposes of the review (including any submissions received by the Visitor) together with such other information as the Visitor considers appropriate.
7. Where practicable, the Visitor will conclude his or her review within 20 days of the notification referred to in paragraph 4(b) above.
8. The process outlined above may be varied in any case where the Visitor considers it necessary to do so to enable her or him to properly prepare a report to the Vice-Chancellor.
9. Whilst the report prepared by the Visitor will be treated with appropriate confidentiality, it may be necessary for copies of the report (or extracts from it) to be provided to other appropriate parties. A copy of the report will also be provided to the person making the grievance / complaint.