**Staff Complaint Process**

**In case of immediate danger or threat to safety, call the Police on 111 and then Security on extn. 966 or 0800 373 7550**

Students who are considering making a complaint should refer to the [student flowchart](#). If you are both staff and a student, please select the process support that is appropriate to your complaint.

- **Outcome/Resolution**
  - Informal: Options: Facilitated meeting, Mediation
  - No action
  - Formal: Investigation using relevant student or staff disciplinary policies/statutes

**Staff member with complaint about staff member**
- If self-resolution feels safe and you are able to use it, write or tell the person that you are unhappy with their behaviour
- Report to manager or HR
- Initial fact finding and explore options with support from HR

**Staff member with complaint about student**
- If self-resolution feels safe and you are able to use it, write or tell the person that you are unhappy with their behaviour
- Report to Academic Head or manager
- Initial fact-finding, explore options and available support
- Nominated staff at SSC

**Staff can also contact SSC directly on extn. 86000 or 09 923 6000**

**Online and anonymous reporting option**
You can also report unethical conduct, including harassment or bullying, through the externally managed whistleblower hotline. This service offers online and anonymous reporting options. A report will be sent to the University and you will be informed of options for further action.

- Whistleblower Hotline

**Additional information, support services and contacts**
- [Addressing Bullying, Harassment and Discrimination Policy and Procedures](#)
- [Addressing Bullying, Harassment and Discrimination Guidelines](#) (contains information about self resolution)
- [Harassment webpage](#)
- [Employee Assistance Programme (EAP)](#)
- [HR contacts](#)
- [Line manager contacts (UoA staff directory)](#)
- [Proctor (to advise staff with a complaint against a student)](#)
- [Staff Service Centre (SSC)](#)
- [University Security](#)
- [Equity Info and support for staff](#)