

# Help for Complainants

## Help for complainants

If you are an employee or volunteer of The University of Queensland you have an obligation under the Code of Conduct to report suspected wrongdoing. Such reporting can be difficult, particularly if the wrongdoer is personally known to you.

As a reporter of wrongdoing (the complainant), you will be given the support of the University with your complaint being assessed as soon as possible to determine the most appropriate course of action to be taken. Should your complaint fall within the definition of a “Discloser” in accordance with Section 13 of the *Public Interest Disclosure Act 2010* (PID Act), you may be entitled to further protections afforded by that Act.

As an employee of the University, your involvement in any investigation is considered to be part of your official duties and, accordingly you are expected to provide information that is true and correct to the best of your knowledge and belief.

## Confidentiality

Confidentiality is the responsibility of all involved in an investigation not to disclose information regarding any aspect of the investigation; other than to authorised persons (legal, union, etc.).

The Integrity and Investigations Unit will maintain strict confidentiality in regard to all records gathered as a result of any investigation. However staff should be aware that such records could be released by a person or process with appropriate authority (e.g. Right to Information Act 2009, legal requirements, natural justice, etc.)

## What to expect?

You can expect to be contacted by an appropriately appointed staff member or an officer of the Integrity and Investigations Unit who has been appointed to manage or investigate your complaint (case officer).

An appointment will be made with you to discuss your complaint in detail and to answer any questions you may have. (Note – if you have provided sufficient written advice or relevant materials then an interview to discuss may not be necessary).

Should your complaint be assessed as falling within the PID Act, you will also be contacted separately by the University’s PID Support Officer. The support officer will advise you of your rights under the PID Act and the University’s policy on the matter.

In most cases, any interview with you will be electronically recorded. A copy can be provided on request, however it may not be available until the conclusion of the investigation.

Any investigation into your complaint will be conducted in accordance with advice provided in the Crime and Corruption Commission’s (CCC) guideline [“Corruption in focus: a guide to dealing with corrupt conduct in the Queensland public sector.”](#) In this regard, the complainant (you) must be provided with outcome advice on completion of the investigation, or where no investigation is conducted, reasons why no action was taken.

You will have ongoing access to the case officer and/or the PID support officer should you feel the need to discuss any aspect of the investigation.