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## Purpose and objectives

Raymont Residential College is committed to providing an inclusive, respectful, and safe home for our diverse community of students, staff, and visitors. The purpose of this Complaints Resolution Policy is to outline how Raymont Residential College prevents and addresses complaints or concerns – including interpersonal grievances, harassment, and sexual misconduct – in a manner that prioritises respect, safety, and wellbeing. The policy ensures that any complaint raised by a Raymont Residential College community member is handled fairly, promptly, and trauma-informed, with the wellbeing of all parties at the forefront. It also reaffirms that Raymont Residential College’s leadership and oversight are accountable for maintaining a culture of safety and support in line with our values and legal obligations.

This policy should be read in conjunction with Raymont Residential College’s other relevant policies and frameworks. Together, these documents reflect Raymont Residential College’s alignment with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025). In any instance where this policy may conflict with Australian law or mandatory higher-education standards, the law and those standards take precedence.

Raymont Residential College aims to ensure that all members of its community:

- understand how to raise concerns or complaints about behaviour, decisions or experiences that affect them;
- are treated with dignity, respect and fairness throughout the process;
- are supported to access appropriate assistance; and
- experience complaint handling that is timely, consistent, and safeguards wellbeing and safety.

## Application

This policy applies to **all members of the Raymont Residential College community** and in all contexts related to the College. This includes:

1. **Workers and Staff:** Every Raymont Residential College employee and worker – including contractors, volunteers, residential staff (such as Residential Assistants) – is covered by and expected to uphold this policy.
2. **Residents and Students:** All residents of Raymont Residential College (students living in College) and participants in the Raymont Residential College Resident’s Association (Res) or student leadership positions are included, whether on College premises or engaging in College-related activities off-site.
3. **Visitors and Affiliates:** Visitors, guests, and others present at Raymont Residential College or attending College-organised events (including inter-collegiate or university events associated with Raymont) are also expected to conduct themselves in accordance with this policy.

4. **College Activities and Spaces:** The policy’s standards of behaviour apply on the College campus, in College-provided accommodation, online and digital forums associated with the College, and at off-campus events, trips, or cooperative ventures (e.g. Inter-College events or University functions involving Raymont Residential College members). Raymont Residential College will address complaints arising from any setting where the College’s community or reputation is involved.
5. **Community Standards:** Even if an issue does not meet the formal definition of “misconduct” under other policies, any **breach of Raymont Residential College’s community rules or behavioural expectations (as outlined in the Handbook)** falls under this policy. In other words, lower-level concerns (e.g. disrespectful behaviour, minor rule breaches) will be managed using the informal and formal complaint procedures described here. (See Schedule A of this policy for examples of possible outcomes for student conduct matters.)

Matters involving alleged sexual misconduct, gender-based violence or safety concerns will be managed in coordination with the Sexual Misconduct Policy and consistent with the Respect, Safety and Wellbeing Policy.

**Key principles of application:** This policy is in effect at all times during work or study-related activities, including social functions or trips associated with Raymont. Compliance with the policy is a condition of residency for students and a condition of employment (or engagement) for staff – although this policy itself is not a contract, employees and students are required to follow it. Raymont Residential College may update or vary this policy as needed; community members will be informed of any significant changes. If you are unsure whether an issue falls under this policy, you should still report it – Raymont staff will assist to determine the appropriate process.

Wherever the term “**Raymont Residential College Community Members**” is used throughout this policy, it refers to all persons associated with Raymont Residential College.

Wherever the term “**Raymont Residential College Equity Officers**” is used throughout this policy, it refers to the following positions (including anyone designated as acting in those positions):

- **Principal** - currently Krishna Stanton (Ph: 07 3377 9903)
- **Deputy Principal** - currently James Weeks (Ph: 07 3377 9903).

## Availability

This policy is available on the 07 3377 9903 College SharePoint site under Documents > Policies.

## Definitions

**Complaint** – A concern, dissatisfaction, or report that something is wrong, unfair, unsafe, or inconsistent with College policies or values.

**Complainant** – The person raising a complaint.

**Respondent** – The person or group about whom the complaint is made.

**Disclosure** – Sharing information about an incident or concern without necessarily making a formal complaint.

**Gender-Based Violence (GBV)** – Any form of physical, verbal, sexual, emotional or psychological abuse underpinned by gender-based power inequality or discrimination, as defined in the National Code.

**Informal Resolution** – Early steps to resolve an issue collaboratively, without formal investigation.

**Formal Resolution** – A structured process that may involve written complaints, fact-finding, and formal outcomes.

**Trauma-Informed** – An approach recognising the impact of trauma and prioritising safety, choice, and empowerment.

**Victimisation** – Adverse treatment of a person because they have made or supported a complaint.

## Principles

All complaint handling at 07 3377 9903College is guided by the following principles:

- **Respect** – Every person is treated with dignity and empathy.
- **Fairness** – Procedures are impartial and based on natural justice.
- **Safety** – Processes are trauma-informed and prioritise wellbeing.
- **Accessibility** – Complaints can be made in multiple ways, and support is available.
- **Confidentiality** – Information is shared only with those who need to know.
- **Timeliness** – Complaints are managed promptly and communicated clearly.
- **Accountability** – Raymont Residential College monitors and reviews complaints data to improve community culture and systems.

**Raymont Residential College recognises that complaints and feedback are opportunities for learning and improvement, not blame.**

## Procedure Overview

When determining the appropriate process to manage a complaint, the primary purpose is to **resolve issues fairly, safely and as close as possible to their point of origin.**

Options for dealing with complaints include:

- **Informal Resolution;** or
- **Formal Resolution.**

The Principal or Deputy Principal (as Equity Officers) will determine the appropriate response, considering the **nature, seriousness, and risk** associated with the complaint.

**All responses will be guided by trauma-informed, person-centred, and safety-first principles.**

## Informal procedure

The **informal resolution procedure** is designed to address complaints or concerns in a simple, discreet, and timely manner before resorting to formal investigation. It is typically used for less serious issues or interpersonal misunderstandings where all parties are willing to resolve the matter cooperatively. Under a trauma-informed approach, no complainant is required to confront the other person directly if they do not feel safe or comfortable – informal steps are entirely voluntary and led by the needs of the person who raised the concern.

**When informal resolution may be appropriate:**

- The complainant feels able to speak with the other person involved to explain the concern and seek a mutual resolution (with or without a support person present).
- The issue involves a minor misunderstanding or conflict, and the person who caused the concern acknowledges the problem and agrees to remedy their behaviour.
- The complainant requests an informal approach (such as a mediated conversation), or a bystander to an incident seeks to address a low-level matter proactively.
- A **lower-level breach of community standards** has occurred (for example, a minor rule violation or instance of disrespect), and clarification or coaching could stop the behaviour without formal action.

**When informal resolution is not suitable:** Raymont Residential College does **not** encourage direct informal confrontation in situations involving **serious allegations** – for example, sexual assault or severe harassment – or where there is an imbalance of power or fear of retaliation. In particular, complaints of sexual misconduct (as defined in the Sexual

Misconduct Policy) **will not be handled through informal mediation** unless the complainant specifically requests it *and* it is deemed safe and appropriate by the College. In such cases, or if informal efforts fail to resolve the issue, a formal procedure will be initiated without delay.

**How the informal process works:** If it is appropriate and the complainant is willing, they may choose to:

- Approach the person who is the subject of the complaint (the respondent) directly to communicate what behaviour or situation is concerning, why it is an issue, and what change or outcome is desired. The complainant can do this in person, in writing, or with the help of a Raymont staff member. Bringing a support person (such as a friend, Resident Assistant, or mentor not involved in the matter) for moral support is encouraged.
- Or, seek help from a Raymont Residential College staff member to intervene. College staff or leaders can facilitate a conversation, remind the other person of relevant rules or expectations, or otherwise help resolve the matter amicably.

Raymont Residential College empowers its staff and student leaders to take prompt, practical actions to defuse minor incidents and uphold community standards. Examples of informal actions include:

- Speaking to the individuals involved privately to clarify what happened and to reiterate the relevant College rule or expectation (ensuring everyone understands the standard of behaviour required).
- Obtaining an agreement on future conduct – for instance, a commitment to cease the offending behaviour or an apology, if appropriate.
- Taking immediate steps to remedy the situation, such as removing or asking the removal of any offensive material (e.g. inappropriate posters or online posts), or intervening to stop an unwelcome activity.
- Temporarily adjusting arrangements to minimize contact between individuals (for example, changing seating at dinner or asking an unwelcome visitor to leave), while the issue is being clarified.
- Providing a verbal caution or reminder of the consequences if the behaviour continues, when a minor policy or rule breach has occurred.

These kinds of actions are not mandatory prerequisites to a formal complaint – they are simply tools that may resolve issues quickly when suitable. If an informal approach does not resolve the concern, or if at any point the situation escalates or proves more serious than initially thought, the complainant (or the responding person, or a staff facilitator) can request to move to the formal complaint procedure. Raymont Residential College may also decide to initiate a formal process at any stage if it becomes clear that the matter is serious or poses a risk to anyone’s wellbeing.

All informal complaints will be handled confidentially to the extent possible. Only those who need to know about the issue (to help resolve it) will be involved. The College will also monitor the situation afterward to ensure there is no retaliation or continuation of the problem. No one will be penalised for seeking an informal resolution in good faith.

(However, if someone were to deliberately make a false or malicious complaint, that is a separate misconduct issue.)

### **Alignment with the National Code**

In accordance with Standard 5 and Standard 7 of the *National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025)*, all informal resolutions will:

- be conducted safely and without coercion;
- prioritise the wellbeing and agency of the parties involved;
- ensure access to support and advice throughout the process; and
- not prevent any person from lodging a formal complaint or accessing external reporting avenues such as the National Student Ombudsman, UQ Safer Communities, or law enforcement where appropriate.

## **Formal Procedure**

If a complaint is significant, complex, not resolved informally, or involves alleged serious misconduct, Raymont Residential College will use the formal complaint procedure. The formal process provides a structured, fair, and timely way to investigate the issues and implement a resolution. It is conducted in a person-centred manner – meaning the safety, privacy, and wellbeing of those involved (especially anyone who experienced harm) are paramount throughout. Both the complainant and the respondent have the right to be heard, to be treated with respect, and to have a support person or advisor of their choice assist them at any stage of the formal process.

A formal complaint may be initiated in several ways: the complainant can lodge a written complaint, an informal process can be escalated to formal by request, or Raymont Residential College itself may initiate a formal investigation if it becomes aware of a serious concern (even if no one has made a written complaint). For example, the College will act if it believes there is a risk to someone's safety or to the community's wellbeing, consistent with our duty of care and the National Code's requirements.

### **When a Formal Procedure is Appropriate**

A formal procedure may be initiated when:

- the complaint involves serious allegations against a Raymont Residential College Community Member or a person in a position of authority;
- informal resolution has been attempted but not achieved, or is assessed as inappropriate;
- there is evidence or concern that the behaviour may be repeated;
- the complainant or another person has experienced victimisation, retaliation or intimidation;
- the complaint involves serious misconduct, gender-based violence, sexual harassment, sexual misconduct or discrimination, and informal handling may compromise safety or rights;

- the issue may also form part of, or lead to, legal, criminal, or regulatory proceedings; or
- the complainant prefers to lodge a formal complaint rather than pursue informal resolution.

Raymont Residential College may also initiate a formal investigation **without a written complaint** if it becomes aware of serious behavioural concerns, systemic risks, or potential threats to community wellbeing.

### **Principles of the Formal Procedure**

All formal complaints will be handled in accordance with the following principles:

- **Safety First:** The wellbeing and safety of all parties will be prioritised. A **risk assessment** will be undertaken before commencing the process.
- **Trauma-Informed:** The process will seek to minimise re-traumatisation and provide appropriate support to participants.
- **Procedural Fairness:** Both the complainant and respondent will be given a fair opportunity to be heard and to respond.
- **Confidentiality:** Information will be shared only on a need-to-know basis.
- **Transparency:** The process and potential outcomes will be clearly communicated.
- **Accountability:** Findings and actions will be documented and reviewed to ensure compliance with Raymont Residential College and National Code standards.

### **Steps in the Formal Process**

1. **Making a Complaint:** The complainant submits their complaint in writing to a Raymont Residential College Equity Officer (typically the Principal or Deputy Principal) Complaints of sexual misconduct, discrimination, or other sensitive issues will usually go to an Equity Officer with specialised training, as identified in the Sexual Misconduct Policy. In the written complaint, the person should describe in detail what happened and who was involved. If a complainant is unable to provide a written account (for example, due to trauma or language barriers), the College will make accommodations – such as taking a verbal report and helping to document it.
2. **Initial Assessment:** The Equity Officer receiving the complaint will first ensure that any immediate safety or wellbeing needs are addressed. This may include implementing interim measures (for instance, separating the parties in accommodation or activities, issuing a no-contact directive, or involving counselling and medical support) before the investigation formally begins. The Equity Officer will then determine how to proceed: either investigate the matter themselves or appoint an appropriate investigator. An investigator may be an internal senior staff member or an external independent investigator, depending on the nature of the complaint. The College will engage an investigator with the necessary expertise (especially for complex or sensitive cases) and without any conflict of interest.
3. **Notification to the Respondent:** The person who is the subject of the complaint (the respondent) will be notified in writing that a formal complaint has been

received and informed of the general nature of the allegations. The respondent will be treated fairly and given an opportunity to respond – being accused of a complaint does not imply guilt. The notification will include information about the process, the respondent’s rights (such as having a support person, and maintaining confidentiality), and any interim measures in place.

4. **Investigation (Fact-Finding):** The appointed investigator will conduct a thorough, impartial investigation. This typically involves privately interviewing the complainant, the respondent, and any relevant witnesses, and gathering any available evidence (such as documents, emails, CCTV, or other records). Interviews will be conducted with sensitivity – particularly when discussing traumatic events – and repetitive recounting of events will be minimised. Both the complainant and respondent can have a support person present in investigative interviews or meetings. The investigator will also ensure both parties have a chance to provide their account and to submit any evidence or suggest witnesses.
5. **Opportunity to Respond:** After collecting initial evidence, the investigator will formally put the allegations to the respondent (providing sufficient detail for the respondent to understand and respond). The respondent will have a fair opportunity to respond to each allegation, present their side of events, and provide any additional information or mitigating circumstances. If new information comes up, the investigator may also re-interview or seek clarification from the complainant or witnesses as needed.
6. **Findings and Outcome Recommendation:** Once all evidence is gathered, the investigator will consider the facts and make findings on the balance of probabilities (i.e. whether, based on the evidence, it is more likely than not that the alleged conduct occurred). They will document these findings in an investigation report. The report will also typically include a recommended outcome or course of action. This could range from finding the complaint unsubstantiated (no further action) to substantiated (leading to disciplinary action or other remedies), or something in-between (such as unable to substantiate but recommending training or monitoring).
7. **Decision and Action:** A designated Raymont Residential College decision-maker (for example, the Principal or Deputy Principal, depending on the case – and not the investigator if the investigator was internal) will review the investigator’s report and recommendations. The decision-maker will then decide on the appropriate outcome, taking into account factors such as the severity of the behaviour, its impact, any prior incidents, and the College’s duty of care. Possible outcomes for a substantiated complaint may include: formal warnings, required counselling or training, transfer or removal from residence, suspension or expulsion from the College, termination of employment (for staff), or other corrective actions as outlined in Schedule A. In some cases, restorative measures (like mediation or a formal apology) might be considered if appropriate and agreed by parties. If the complaint is not substantiated, no disciplinary action will be taken; however, support or other measures may still be offered to address any residual concerns.
8. **Communication of Outcome:** The complainant and the respondent will each be informed of the outcome of the investigation in a timely manner. Raymont Residential College will provide as much information as is appropriate and legally permissible – generally, the complainant will be told whether the complaint was substantiated and that appropriate action is being taken, and the respondent will be informed of the decisions directly affecting them. (For privacy reasons, detailed disciplinary actions may not be fully disclosed to the complainant, but the College

will inform them if the matter has been addressed and of any steps that directly impact the complainant's safety or involvement.) Both parties will also be reminded of expectations around confidentiality and non-retaliation after the outcome.

9. **Follow-Up and Recordkeeping:** After a decision, the College will ensure that any actions (disciplinary or remedial) are implemented. The situation may be monitored going forward – for instance, checking in with the complainant that there are no further issues, or verifying that the respondent's behavior has improved. All documentation related to the complaint and outcome will be stored confidentially by the College (see "Recordkeeping" below).

Throughout the formal process, Raymont Residential College is committed to a timely resolution. While some complex investigations may require significant time, the College will aim to conclude formal investigations (fact-finding and initial decision) within 45 business days of receiving a complaint, where feasible. If an appeal is available (see below), the goal is to resolve any appeal within an additional 20 business days. If there are delays or extensions needed, the College will communicate this to the parties and explain the reasons, while taking any steps necessary to ensure safety in the interim.

**Appeals:** If either the complainant or the respondent believes that the outcome of the formal process is unfair or incorrect, they may request an appeal or review. An appeal must be lodged in writing, stating the grounds (for example, procedural unfairness, new evidence that was not available during the investigation, or an outcome that seems disproportionate).

- Appeals should be submitted within a reasonable timeframe (for instance, within 10 business days of being notified of the outcome). The appeal will be considered by an appropriate senior person or panel not previously involved in the case (to ensure impartiality).
- The appeal reviewer may affirm the original decision, modify the outcome, or direct that further investigation/rehearing occur if significant new information or errors are identified. The parties will be informed in writing of the result of any appeal.
- The College will aim to process appeals promptly (generally within 2–4 weeks) in line with best practice standards.

### **Considerations in Determining Outcomes**

When determining appropriate actions or remedies, the decision maker will consider:

- the nature, intent and seriousness of the behaviour;
- the impact on individuals and the wider community;
- whether the behaviour represents a pattern or isolated incident;
- opportunities for restorative or educational outcomes; and
- any relevant prior history.

For student conduct matters, potential outcomes are listed in **Schedule A – Student Conduct Outcomes**.

**Additional principles:** At all stages of the formal process, confidentiality will be maintained as much as possible. All persons involved are expected to respect the privacy of those concerned – this protects the integrity of the process and those involved. Information will be shared only on a need-to-know basis. Raymont Residential College also prohibits victimisation: no one should be treated poorly or penalised for making a complaint, assisting someone with a complaint, or participating in an investigation. Any retaliation or harassment related to a complaint will be treated as serious misconduct. Conversely, the College expects honesty and good faith in the use of this policy; deliberately false or malicious complaints may be addressed under the appropriate misconduct provisions.

Finally, nothing in this policy prevents a Raymont Residential College community member from seeking help outside the College’s processes. Lodging an internal complaint is encouraged so that we can resolve issues within our community, but it does not preclude anyone from making a report to police or regulators, or from pursuing their legal rights (see “Support and External Reporting Options” below for more detail).

### **Support and External Reporting Options**

Raymont Residential College recognises that coming forward with a complaint – especially about sexual harassment, assault, or other traumatic experiences – can be difficult. Support is available to all parties involved in a complaint, regardless of whether a formal complaint is filed or whether the person chooses to involve external authorities. This section outlines how individuals can seek help, both within the College and via external avenues, and how the College will assist.

**Internal support and reporting within Raymont:** If you have experienced or witnessed concerning behaviour, or if you just need advice about a potential issue, you are strongly encouraged to speak up and seek support. You may contact any of the following:

- **A Raymont Residential College Equity Officer** – These are key staff (such as the Principal, Deputy Principal) designated to handle complaints. They can explain your options confidentially and coordinate next steps. (Their contact details are listed in the Scope section of this policy and in the College handbook.)
- **A Residential Assistant (RA)** – RAs are student leaders trained to provide first-line support to residents. If you don’t feel ready to talk to senior staff, an RA can listen to your concerns, help you feel safe, and assist you in contacting an Equity Officer or other support.
- **Any trusted staff member or mentor** – You may choose to confide in a tutor, chaplain, or another staff/faculty member associated with the College. They will help connect you with the appropriate College resources while keeping your information as private as possible.

When you report a complaint or disclosure internally, you will be met with compassion and respect. The primary concern will be your safety and wellbeing. You will not be pressured into any specific course of action – the choice whether to attempt informal resolution, make a formal complaint, report to police, or simply seek no-action support is your decision (unless there is an overriding safety/legal obligation as described below). College staff will provide information about all of your options and will respect your wishes to the greatest

extent possible. For instance, if you disclose an incident of sexual assault, staff will offer to help you get medical care or contact police, but if you decline, we will honour that decision and still provide support services internally.

**Privacy and confidentiality:** Any information you share will be handled discreetly. The College will limit disclosure of details to those who need to know in order to assist (for example, an Equity Officer or external counsellor). In some cases, the College may need to consult with external specialists (such as the University's Sexual Misconduct Support Unit) to ensure you get the best support. We will not inform the person you complained about without discussing it with you first, unless there is a risk of imminent harm to you or others. Even then, we would do our best to keep you informed of any necessary actions. Please note that while we prioritize confidentiality, it cannot be absolutely guaranteed in every situation – for example, if the issue involves a serious crime, vulnerable people, or an ongoing threat, the College might have a duty to notify police or other authorities. We will always consider your safety and strive to involve you in these decisions.

**External reporting options:** Raymont Residential College supports any individual's right to report matters to external authorities or seek independent support at any time. This policy and our internal processes operate alongside external avenues – you may pursue any or all of these as needed. External options include:

- **Police and Emergency Services:** If you believe a crime has occurred (such as sexual assault or physical violence) or you are in immediate danger, you are encouraged to report it to the police (dial 000 for emergencies, or contact the local Police station for non-emergencies). Raymont Residential College staff can assist you in contacting the police and will support you through that process.
- **External Support Helplines:** Professional counselling and support are available outside of the university context. For example, 1800RESPECT (phone 1800 737 732) is a national 24/7 hotline offering support for people impacted by sexual assault or domestic violence. They can provide confidential crisis counselling and information on legal options. Lifeline (13 11 14) is another 24/7 crisis support line for anyone feeling distressed. These resources are independent of Raymont Residential College and talking to them does not obligate you to take further action.
- **Health and Counselling Services:** You may wish to speak with your GP or a psychologist. Students can also be referred to external counselling centres or sexual assault services in the community; the College can help facilitate those referrals as needed.

**Protection against retaliation:** If you use any of these reporting options, internally or externally, Raymont Residential College will protect you from retaliation or disadvantage. Victimisation (punishing or harassing someone for making a complaint or report) is strictly forbidden. If you suspect any retaliatory behaviour, please inform a College staff member or Equity Officer immediately – it will be addressed as a serious breach of this policy.

**Supporting the Respondent:** We recognise that being accused of a complaint can be stressful as well. While the College's first priority is the safety of those who raised a concern, we also provide support to respondents. A respondent can seek confidential counselling and have a support person in any meetings. The College will communicate with respondents about processes and allow them a fair chance to respond to allegations, as

detailed in the formal procedure. Ensuring a fair process for all parties is part of a safe and respectful approach.

**Important:** Using the College’s complaint process does not prevent you from pursuing external action at any time. Likewise, you are not required to exhaust internal options before contacting authorities. Our internal procedures are here to help, but the choice is yours on how to proceed. Raymont Residential College will continue to offer support regardless of which path(s) you choose. If you have questions about your options, an Equity Officer can provide guidance without any pressure.

### **Alignment with the National Code**

Consistent with Standards 4, 5 and 7 of the *National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025)*, all formal complaint processes will:

- be conducted safely, fairly and promptly;
- include trauma-informed and person-centred practices;
- ensure both complainants and respondents have access to appropriate support services;
- ensure confidentiality, procedural fairness and documentation; and
- contribute to the College’s ongoing reporting, prevention, and education responsibilities.

## **Recordkeeping, Reporting, and Review**

To ensure accountability and continuous improvement, Raymont Residential College will maintain robust systems for record-keeping and reporting, and will periodically review this policy and its procedures. All actions taken under this policy are documented and monitored in a way that protects individual privacy while enabling the College to meet its legal and ethical obligations.

- **Recordkeeping:** All complaints (informal and formal) and their outcomes will be documented and stored securely by the College. Formal complaints will have a case file including the written complaint, notes of any meetings or interviews, evidence gathered, the investigation report, and records of the outcome and any follow-up actions. Informal complaints may be noted in a private log (for example, kept by the Principal or Deputy Principal) for tracking purposes, especially if they involve repeated issues or could escalate. Access to complaint records is restricted to authorised personnel (such as the Principal, Deputy Principal, or other designated Equity Officers and investigators) on a need-to-know basis. All records will be handled in accordance with privacy laws and the College’s Privacy Policy. We recognize the sensitivity of these matters and take measures to prevent unauthorized access or disclosure. Complaint records will be retained for at least the minimum period required by law or funding agreements, and longer if necessary in case of ongoing issues, but will ultimately be disposed of securely when no longer needed. These records (with identifying details removed) will also inform internal analysis to spot patterns or systemic issues – for instance, if multiple complaints suggest a particular policy or area of concern, the College can respond proactively.

- **Internal Reporting:** Raymont Residential College management will regularly report on complaint trends and outcomes in an aggregated manner to oversight bodies within the College. Specifically, the Principal will include in reporting on formal complaints made under this policy. This report will be aggregated and anonymised – for example, noting the number of new complaints, general categories of issues (e.g. “2 bullying complaints, 1 sexual harassment complaint”), and confirmation that appropriate actions were taken – without naming individuals. The purpose is to keep the oversight informed about the health of the College environment and to enable governance oversight of how we are tracking on respect and safety goals. Additionally, any serious incidents (for instance, those involving police, serious injury, or likely media attention) will be promptly reported to the College oversight or relevant committee as appropriate. This ensures leadership is aware of critical risks and can support the response.
- **Policy Review and Updates:** This Complaints Resolution Policy will undergo a formal review at least every two years (biennially), or sooner if needed to respond to new guidance or incidents. The review will be led by the Principal (or delegate) in consultation with key stakeholders such as student representatives, staff, and College oversight.

This cycle of careful recordkeeping, open reporting, and regular review creates a feedback loop: we learn from each complaint to prevent future issues and to strengthen our processes. In doing so, Raymont Residential College not only complies with mandatory standards but actively nurtures a safer, more supportive living-learning environment for everyone.

## Training and Education

Raymont Residential College is dedicated to building the knowledge and capability of our community to prevent gender-based violence, discrimination, and other unacceptable behaviours, and to respond effectively when issues do arise. We foster a culture of respect and safety through **regular training, education, and awareness initiatives** for all students and staff. The following commitments ensure everyone in our community understands their rights and responsibilities under this policy:

- **Orientation Training:** All new members of Raymont Residential College – including incoming residents, new employees – will receive training on respect, safety, and wellbeing as part of their induction or orientation. For students, this orientation includes education on consent, healthy relationships, effective bystander intervention, and how to seek help or report problems. Staff and College leaders will receive training on appropriate professional boundaries, how to handle disclosures or complaints (with a trauma-informed approach), and their obligations under this and related policies.
- **Regular Refresher Training:** Training is **not one-off**. The College will provide refresher education at least **annually** for all residents and staff. (For example, students will attend a yearly workshop or complete an online module on topics like preventing sexual misconduct and bullying, and staff will participate in annual or

biennial refresher sessions on responding to complaints, updates in law/policy, and maintaining a respectful community.) This ensures that knowledge remains up-to-date and that new students each year receive the same key messages. The Principal (or delegate) will oversee a training schedule so that no one misses the required sessions.

- **Specialised Training for Key Roles:** Certain groups will receive enhanced training. Residential Assistants and student leaders, for instance, will undergo additional workshops on peer leadership, receiving disclosures of sexual assault with care, and de-escalating conflicts. Staff who are likely to be involved in managing complaints (Equity Officers, investigators, senior managers) will receive **advanced training in trauma-informed practices, fair investigation techniques, and cultural competency** to ensure they can effectively and sensitively handle complex cases. Leadership will also be briefed on governance responsibilities for student safety and how to oversee compliance with standards like the National Code.
- **Collaborative and Expert-Led Programs:** Raymont Residential College develops its training program in collaboration with experts and partners. We integrate content (for example) from The University of Queensland’s **“Respect” initiative** and other evidence-based programs. For example, we work with UQ to ensure all our residents attend the UQ-facilitated sexual misconduct education sessions (covering consent, ethics, and calling out unacceptable behavior) and that our staff have access to UQ’s workshops or the UQ Respect Network resources. Where needed, we will bring in external professionals (such as from University Colleges Australia or specialist educators) to deliver training on topics like consent education, mental health first aid, and bystander intervention. By using qualified trainers and established curricula, we ensure that education is accurate, up-to-date, and effective.
- **Ongoing Awareness and Prevention Efforts:** Beyond formal training sessions, Raymont Residential College will run ongoing **awareness campaigns** and community activities to reinforce key messages. This may include guest speakers, educational posters, discussion events during awareness weeks (e.g. Sexual Assault Awareness Month), and peer-led initiatives that promote respectful relationships and celebrate diversity. The goal is to embed a continuous conversation about respectful behavior and to empower students to look out for one another. The College will also regularly distribute information (e.g. via email or student forums) about reporting channels and support services, so that this information stays fresh in everyone’s mind.
- **Assessment and Continuous Improvement:** We are committed to evaluating our training and education efforts. Feedback will be collected from participants to gauge understanding and comfort with the material. We may use surveys or informal check-ins to assess whether our community feels confident in the knowledge they’ve gained (for example, “Would you know how to report an incident if one occurred?”). Additionally, Raymont Residential College will review its training content annually in light of new best practices.. Adjustments will be made as needed to improve effectiveness. Training records will be kept to track attendance and ensure compliance with these requirements.

Through these comprehensive training and education measures, Raymont Residential College aims to **prevent problems before they arise** by cultivating a culture where respect is second-nature. We also ensure that if issues do occur, our community is equipped to respond safely and appropriately. Every member of Raymont Residential College has a role in maintaining our respectful environment, and the College will provide the knowledge and skills to fulfill that role.

## More information and support

If you have a query about this policy or need more information please contact a Raymont Residential College Equity Officer (see details above).

Persons who do not feel safe or confident to take such action may seek information from a manager, supervisor or Residential Assistant (RA), or a Raymont Residential College Equity Officer (details above).

Obtaining further information is a good way of clarifying an experience and the options available for responding to it.

## Review details

This policy was last updated on 26 November 2025.

## Schedule A – Student Conduct Outcomes

Where concerns raised under this policy relate to student conduct, and those concerns are substantiated, Raymont Residential College may implement one or more of the following outcomes, in keeping with principles of restorative justice and proportionality:

- Personal or written apology to individuals and/or the community
- Restitution for damages to individual, College, Resident’s Association (Res), or third-party property
- Exclusion from College or Resident’s Association (Res) functions
- Suspension from residence (e.g. 2-week period)
- Termination of residence contract (with or without notice)
- Removal from voluntary roles appointed by College Administration