

2021

LEICHHARDT HOUSE STUDENT HOSTEL: COMPLAINT MANAGEMENT PROCEDURE

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THIS DOCUMENT WILL BE REVIEWED AT THE END OF EACH SCHOOL YEAR (ALL STAKEHOLDERS WILL BE ADVISED OF ANY AMENDMENTS VIA EMAIL). ANY CHANGES IN PERTINENT COMMONWEALTH OR STATE LEGISLATION OR ANY INCIDENTS/POLICY BREACHES THAT OCCUR BEFORE THE NEXT FORMAL REVIEW WILL INITIATE IMMEDIATE REVIEW AND AMENDMENT (ALL STAKEHOLDERS WILL BE ADVISED VIA EMAIL).

Leichhardt House: Complaint Management Procedure

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POLICY STATEMENT

Bullying and harassment in all their forms are practices that will not be tolerated within the Hostel community. The purpose of this policy is to highlight the complete rejection of any form of bullying and harassment.

This policy applies in this instance to Leichhardt House Student Hostel (the hostel). In accordance with, and beyond the requirements of, these regulations the hostel makes all of its policies available to parents/carers/boarders and prospective parents/carers/boarders on the public area of the hostel's website: www.hostel.net.au

The hostel will undertake to ensure compliance with the relevant legislation and guidelines with regard to this policy for its boarders and staff and to extend this undertaking to visitors to the hostel as far as is practicably possible.

1 AIMS

By effectively implementing our Leichhardt House: Bullying & Harassment Policy Leichhardt House Student Hostel is committed to providing a safe, flexible, and respectful environment for all Hostel Staff and Boarders, free from all forms of bullying and harassment including sexual harassment. All Hostel Staff and Boarders are required to treat others with dignity, courtesy, and respect.

- The hostel will take action to address any incident of alleged bullying;
- The hostel will always approach each case individually;
- The hostel's first priority is to support the victim of bullying;
- The hostel will also provide support for the alleged offender;

For some first offences, a shared responsibility model is used which focuses on making the victim feel safe and supported at the hostel in the future.

Bullying and harassment in all their forms are practices that will not be tolerated within the Hostel community. The purpose of this policy is to highlight the complete rejection of any form of bullying and harassment.

2 SCOPE

This policy applies to the entire Leichhardt House Student Hostel (***the Hostel***) community, primarily:

- all Chinchilla Student Accommodation Association Inc. (**CSAA**) committee members;
- all Hostel Staff and volunteers;
- all Parents/Carers of Boarders;
- all Boarders.

This policy also applies to the broader Leichhardt House Student Hostel community, including:

- all job candidates; student placements; trainees;
- all contractors; sub-contractors.

This policy applies to all interactions that take place within Leichhardt House Student Hostel and anywhere else that member of the public encounter Hostel Staff or that the Hostel has a duty of care for our Boarders, including (but not limited to):

- all aspects of CSAA/Hostel Staff employment relations, how the Hostel Staff provides services to our Boarders including all subsequent interactions;
- all elements of boarding operations and Boarder/Boarder relations as outlined (but not limited to) in the Hostel's guiding documents: Leichhardt House 'Boarding Handbook' and Leichhardt House 'Code of Conduct', including all subsequent interactions.

3. HOSTEL COMMUNITY RIGHTS & RESPONSIBILITIES

All Hostel Staff and Parents/Carers and Boarders are entitled to:

- live, work, and visit an environment free from discrimination, bullying and sexual harassment and based on not being affected by irrelevant personal characteristics;
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.

All Hostel Staff and Parents/Carers and Boarders must:

- treat everyone in the Hostel community with dignity, courtesy, and respect.
- follow the standards of behaviour outlined in this policy and in the Hostel's guiding documents: Leichhardt House 'Boarding Handbook' and Leichhardt House 'Code of Conduct'

3.1 ADDITIONAL RESPONSIBILITIES OF HOSTEL MANAGERS

In addition, Hostel Managers must also:

- intervene quickly and appropriately when they become aware of any inappropriate behaviour;¹
- act fairly to resolve issues and make sure all parties are heard and where possible help all parties to resolve complaints informally;
- refer formal complaints about breaches of this policy to, in the first instance, CSAA Management Committee, who will refer on as deemed necessary;
- ensure individuals that raise an issue or make a complaint are not victimised.

¹ In the event that a Hostel Manager is implicated in the complaint, the matter will be placed immediately with CSAA Management Committee.

4. DEFINITIONS

4.1 BULLYING

Bullying can be either a 'one-off' event or repeat incidents over time;

4.1.1 PHYSICAL BULLYING

Physical bullying is the most obvious form of bullying. It occurs when kids use physical actions to gain power and control over their targets. Physical bullies tend to be bigger, stronger, and more aggressive than their peers. Unlike other forms of bullying, physical bullying is the easiest to identify - as a result, it is most likely what people think of when they think of bullying. Examples of physical bullying include staring, kicking, hitting, punching, tripping slapping, shoving, and other physical attacks such as stealing/damaging belongings. Physical bullying can only happen in, 'in-person' situations (although physical threats can be made 'online'); and tends to be more 'traditional' in that cases are more often 'direct' and 'overt'.

4.1.2 VERBAL BULLYING

Perpetrators of verbal bullying use words, statements, and name-calling to gain power and control over a target. Typically, verbal bullies will use relentless insults to belittle, demean, and hurt another person. They choose their targets based on the way they look, act, or behave or cultural/religious background. Examples of verbal bullying include: name calling, teasing, nicknames, put downs, and verbal threats etc. Verbal bullying can happen in both 'in-person' and 'online' situations; can be both 'direct' and 'indirect' and can be both 'overt' and 'covert'.

4.1.3 SOCIAL BULLYING

Social bullying is a type of social manipulation where people try to hurt their peers or sabotage their social standing. Social bullies often isolate/exclude others from a group, spread rumors, manipulate situations, and break confidences. The goal of a social bully is often to increase their own social standing by controlling or bullying another person. Social bullying can happen in both 'in-person' and 'online' situations; can be both 'direct' and 'indirect' and can be both 'overt' and 'covert'. Social bullying that occurs online is often known as cyberbullying.

4.1.4 CYBERBULLYING

Cyberbullying is when a bully deliberately and repeatedly tries to hurt or embarrass, upset, scare, or exclude another person via electronic such as the internet and mobile phones. Cyberbullies can tease, name call, threaten, make nasty comments and put-downs, and start rumours and often uses use photos/videos and other media. In fact, it can involve anything intended to the person being bullied. Cyberbullies might work in secret, keeping their identity hidden. However, sometimes cyberbullies work together in 'trolling' their victim by various electronic means, including:

- email, text, and instant messaging services
- online chat rooms and discussion groups
- social media, such as Twitter and Facebook
- photo-sharing and video-sharing applications

- blogs and websites

Cyberbullying can be severe and prolonged, and you might have no idea who is behind it. Because it relies on the internet and mobile phones, cyberbullying can occur anywhere, including in your home.

4.1.5 SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel hurt, offended, humiliated, or intimidated. Sexual harassment can include:

- comments/intrusive questions about a person's private life or the way they look;
 - sexually suggestive behaviour, such as leering or staring;
 - brushing up against someone, touching, fondling, or hugging;
 - sexually suggestive comments or jokes;
 - repeated unwanted requests to go out;
 - sexually explicit posts on social networking sites or sending sexually explicit emails or text messages;
 - insults or taunts of a sexual nature;
 - inappropriate advances on social networking sites;
 - behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.
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- Just because someone does not object to inappropriate behaviour (i.e., to any of the examples shown above) at the time, it does not mean that they are consenting to the behaviour;
 - The Hostel community must recognise that comments and behaviours that do not offend one person can offend another; we all have to respect other people's limits;
 - a single incident is enough to constitute sexual harassment, it does not have to be repeated.

Sexual harassment may occur 'in-person' (e.g., making a comment), or physically (e.g., unwanted touching/stalking). Sexual harassment is rapidly becoming the **** of ICT whereby bullies use social media (e.g., public forums, SMS, email) and the like to sexually harass their victims.

4.1.6 VICTIMISATION

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under law and either:

- made a complaint of bullying or harassment;
- helped someone else make a complaint of bullying or harassment;
- refused to do something because it would be discrimination, sexual harassment, or victimisation; or,
- is currently involved in the investigation of a complaint of bullying or harassment (e.g., as a witness).

Victimisation is against the law; it is a profoundly serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator.

Leichhardt House Student Hostel has a zero-tolerance approach to victimisation.