RESEARCH IN THE GREAT BARRIER REEF MARINE PARK
GRIEVANCE

1  PURPOSE
CQUniversity has entered into a Memorandum of Understanding with the Great Barrier Reef Marine Park Authority to administer limited impact research undertaken by its researchers within the Marine Park. The Memorandum mandates the establishment of a procedure to manage grievances.

2  SCOPE
This procedure applies to all research-active academic staff and research higher degree candidates seeking to undertake research within the Great Barrier Reef Marine Park.

3  EFFECTIVE DATE
22 June 2016

4  LEGISLATIVE AUTHORITY
Great Barrier Reef Marine Park Act 1975
Great Barrier Reef Marine Park Regulations 1983
Great Barrier Reef Marine Park Zoning Plan 2003

5  PARENT POLICY
There is no parent policy.

6  PROCEDURE
Overview

6.1 CQUniversity is an accredited research institution under the Great Barrier Reef Marine Park Regulation 1983. The accreditation allows limited impact research (extractive and non-extractive) to be undertaken by researchers affiliated with CQUniversity, in accordance with the Memorandum of Understanding, the Great Barrier Reef Marine Park Regulation 1983, the CQUniversity Code of Conduct and any Environmental Management Plan for the Scientific Research Zone around research stations.

6.2 The accreditation removes the need for researchers to obtain a research permit from the Great Barrier Reef Marine Park Authority if they are conducting limited impact research.

6.3 Enquiries and complaints will be treated confidentially by CQUniversity unless CQUniversity is under an obligation to disclose the complaint. In such case, the complainant will be advised if the University is to disclose the enquiry or complaint. No student or staff member shall have their academic progress or employment put in jeopardy by raising a concern.

6.4 Investigations of a complaint or dispute may include:
   • interviews with the complainant, the subject of the complaint, or witnesses;
   • unannounced inspection of the facility or animal(s) in question;
   • seeking expert advice on technical matters from outside the institution.

6.5 In general the approach taken will be to attempt to resolve the problem by counselling and advice.
6.6 Decisions are not open to amendment if due process has been followed.

Handling of Enquiries and Complaints by the General Public to Queensland Government

6.7 In the event that complaints about CQU’s Great Barrier Reef Marine Park research activities are received by the Queensland Government, these will initially be referred to the Office of the Deputy Vice-Chancellor (Research) for investigation.

6.8 The Deputy Vice-Chancellor (Research) will report to the Vice-Chancellor and Great Barrier Reef Marine Park Authority in writing within ten working days of receipt of the query or complaint.

6.9 In the event that serious problems arise which cannot be resolved by the Deputy Vice-Chancellor (Research) the matter will be referred to the State Ombudsman.

Handling of Enquiries and Complaints by Students

In the event that a student is dissatisfied with use of the Great Barrier Reef Marine Park in a particular experiment or teaching exercise the following procedures are to be followed:

6.10 A written submission in plain English of no more than four A4 pages, detailing the reasons for dissatisfaction with use of the Great Barrier Reef Marine Park in a particular experiment or teaching exercise is to be submitted by the aggrieved person to the Deputy Vice-Chancellor (Research) via the Research Division within ten working days of the experiment or teaching exercise.

6.11 The Deputy Vice-Chancellor (Research) must consider the matters that have been raised in the submission and respond to those matters in writing to the complainant. The Deputy Vice-Chancellor (Research) may confirm or request amendments to the approved research proposal or proposed use of the Great Barrier Reef Marine Park in research or teaching. In cases where misconduct is alleged, this may include suspending the approval granted to the research or teaching activity.

6.12 If the aggrieved person is not satisfied with the written response by the Deputy Vice-Chancellor (Research), he/she may advise the Student Ombudsman in writing that he/she has an irreconcilable difference with the Deputy Vice-Chancellor (Research). The aggrieved person must append a copy of both the submission forwarded to the Deputy Vice-Chancellor (Research) and the written response from the Deputy Vice-Chancellor (Research) within ten working days of receipt of the response by the Deputy Vice-Chancellor (Research).

Handling of Complaints and Disputes between Researchers, Supervisors, Staff, Research Candidates and the Office of the Deputy Vice-Chancellor (Research)

In the event that a researcher, supervisor, staff member or research candidate is dissatisfied with either the Deputy Vice-Chancellor (Research)'s procedures or any decision made by the Deputy Vice-Chancellor (Research) regarding limited impact research in the Great Barrier Reef Marine Park of any research proposal the following procedures are to be followed:

6.13 A written submission in plain English of no more than four A4 pages, detailing the reasons for dissatisfaction with the procedures or decision made by the Deputy Vice-Chancellor (Research) is to be submitted by the aggrieved person to the Deputy Vice-Chancellor (Research) via the Research Division within ten working days after receipt of advice of the decision of the Deputy Vice-Chancellor (Research).

6.14 The Deputy Vice-Chancellor (Research) must consider the matters that have been raised in the submission and respond to those matters within ten working days in writing to the complainant. The Deputy Vice-Chancellor (Research) may confirm or alter any decision previously made in relation to the relevant research or teaching proposal in the Great Barrier Reef Marine Park.

6.15 If the aggrieved person is not satisfied with the written response of the Deputy Vice-Chancellor (Research), he/she may advise the Vice-Chancellor in writing that he/she has an irreconcilable difference with the Deputy Vice-Chancellor (Research). The aggrieved person must append a copy of both the submission forwarded to the Deputy Vice-Chancellor (Research) and the written response from the Deputy Vice-Chancellor (Research) within ten working days of receipt of the response by the Deputy Vice-Chancellor (Research).
6.16 In reviewing the matter referred, the Vice-Chancellor may invite the participation of an ethicist or member of an ethics committee internal to the University or any other persons to assist it in the deliberations.

6.17 The Vice-Chancellor will provide written advice to both the Deputy Vice-Chancellor (Research) and the aggrieved person regarding their review of the matter. The Vice-Chancellor may require the Deputy Vice-Chancellor (Research) to reconsider the decision or procedures in the light of this written advice or may endorse the decision or procedures of the Deputy Vice-Chancellor (Research).

6.18 In the event that the Deputy Vice-Chancellor (Research) is required to reconsider a decision or procedures, the Deputy Vice-Chancellor (Research) must consider any advice given by the Vice-Chancellor.

6.19 Any advice by the Vice-Chancellor on the matter referred will be deemed to be the final advice on the matter.

6.20 Having considered any advice given to them by the Vice-Chancellor, the Deputy Vice-Chancellor (Research) has ultimate authority for making a final decision on the matter referred.

7 RESPONSIBILITIES

Compliance, Monitoring and Review

7.1 The Ethics Officer from the Research Division is responsible for ensuring this procedure is followed.

Reporting

7.2 The Memorandum of Understanding requires the University to prepare an annual report to the Great Barrier Reef Marine Park Authority, outlining active projects, and any publications arising from previous projects.

Records Management

7.3 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

8 DEFINITIONS

Refer to the University glossary for the definition of terms used in this policy and procedure.

9 RELATED LEGISLATION AND DOCUMENTS

Related Policy Document Suite

- Great Barrier Reef Marine Park Operating Procedure
- Research in the Great Barrier Reef Marine Park Grievance Procedure

Related Legislation and Supporting Documents

- Great Barrier Reef Marine Park Act 1975
- Great Barrier Reef Marine Park Regulation 1983
- Great Barrier Reef Marine Park Zoning Plan 2003
- Memorandum of Understanding between the Great Barrier Reef Marine Park Authority and CQUniversity
- CQUniversity Code of Conduct for Research

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