

RESEARCH IN THE GREAT BARRIER REEF MARINE PARK GRIEVANCE PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	PROCEDURE	1
	Overview	1
	Handling of complaints.....	2
	Handling of complaints by students or employees	2
4	RESPONSIBILITIES	3
	Compliance, monitoring and review.....	3
	Reporting.....	3
	Records management.....	3
5	DEFINITIONS	3
6	RELATED LEGISLATION AND DOCUMENTS.....	3
7	FEEDBACK.....	3
8	APPROVAL AND REVIEW DETAILS.....	3

1 PURPOSE

- 1.1 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

- 2.1 This procedure applies to all employees and research higher degree candidates seeking to undertake research within the Great Barrier Reef Marine Park.

3 PROCEDURE

Overview

- 3.1 CQUniversity is an accredited research institution under the [Great Barrier Reef Marine Park Regulations 2019](#). 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 Regulations 2019](#), the CQUniversity [Code of Conduct](#) and any Environmental Management Plan for the Scientific Research Zone around research stations.
- 3.2 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.
- 3.3 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 employee shall have their academic progress or employment put in jeopardy by raising a concern.
- 3.4 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, and

- seeking expert advice on technical matters from outside the institution.

3.5 In general the approach taken will be to attempt to resolve the problem by counselling and advice.

3.6 Decisions are not open to amendment if due process has been followed.

Handling of complaints

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

3.8 The Deputy Vice-Chancellor (Research) will report to the Vice-Chancellor and President and Great Barrier Reef Marine Park Authority in writing within 10 working days of receipt of the query or complaint.

3.9 Where lodged by a member of the general public, the complaint will not be required to adhere to a specific format, and will be accepted by phone, email or in writing.

Handling of complaints by students or employees

3.10 Where the complaint is lodged by CQUniversity students, research higher degree candidates or employees, 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 complainant to the Deputy Vice-Chancellor (Research) within 10 working days of the experiment.

3.11 For all complaints, 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.

3.12 If the complainant is not satisfied with the written response by the Deputy Vice-Chancellor (Research), they may advise the Student Ombudsman (for students) or the Vice-Chancellor and President (for employees or research higher degree candidates) in writing that he/she has an irreconcilable difference with the Deputy Vice-Chancellor (Research). The complainant 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 10 working days of receipt of the response by the Deputy Vice-Chancellor (Research).

3.13 In reviewing the matter referred, the Vice-Chancellor and President or Student Ombudsman may invite the participation of an ethicist, technical expert or member of an ethics committee internal to the University or any other persons to assist it in the deliberations.

3.14 The Vice-Chancellor and President or Student Ombudsman will provide written advice to both the Deputy Vice-Chancellor (Research) and the complainant regarding their review of the matter. The Vice-Chancellor and President or Student Ombudsman 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).

3.15 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 and President or Student Ombudsman.

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

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Deputy Vice-Chancellor (Research) and the Research Division are responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.2 Details of complaints are required to be included in the University's annual report to the Great Barrier Reef Marine Park Authority.

Records management

- 4.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping system.
- 4.4 University records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#). Before disposing of any records, approval must be sought through the Records Management Office (email records@cqu.edu.au).

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Code of Conduct for Research](#)

[Code of Conduct for Research in the Great Barrier Reef Marine Park](#)

[Great Barrier Reef Marine Park Act 1975](#) (Cwlth)

[Great Barrier Reef Marine Park Operating Procedure](#)

[Great Barrier Reef Marine Park Regulations 2019](#) (Cwlth)

[Great Barrier Reef Marine Park Zoning Plan 2003](#) (Cwlth)

Memorandum of Understanding between the Great Barrier Reef Marine Park Authority and CQUniversity

7 FEEDBACK

- 7.1 Feedback about this document can be emailed to policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Research Committee
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Administrator	Deputy Vice-Chancellor (Research)
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Approval and Amendment History	Details
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