

# Resolving Your Grievance

## Resolving Grievances

To resolve a grievance you can approach:

- **The person** if it is their behaviour that has caused you concern; or
- Your **supervisor/Head of Unit**, if you are a staff member; or
- The **academic staff** listed by your School, if you are a student; or
- University Grievance Advisors

You have the right to get **external advice** or help in sorting out a grievance at any point.

**Appointment times to meet with Grievance Advisors can be arranged by phoning or emailing them.**

**UWS Grievance Advisors and their contact details are listed on the Web page at:  
[www.uws.edu.au/about/admin/org/corpserv/opq/complaint/ga](http://www.uws.edu.au/about/admin/org/corpserv/opq/complaint/ga)**

## University Grievance Advisors

A team of University staff have been trained as Grievance Advisors. They provide staff and students with a choice of people to approach and to discuss possible options to resolve a grievance.

Grievance Advisors can meet you, or speak with you on the phone. They can help to clarify the facts, work out with you whether you need advice from or referral to another source, discuss options available and assist you to formulate a plan of action. They can advise on the UWS Grievance Policy and Procedures.

Grievance Advisors will do their best to maintain confidentiality. The matter will not be discussed with anyone unless you agree. Any notes taken will remain confidential. However, there may be some situations where confidentiality is not possible. These types of situations include threats or danger to people or property, criminal matters, those that may result in disciplinary action or those where the University may attract some legal liability.

*The information contained in this publication is general and is not intended to be specific advice on any matter. Advice on individual matters is recommended.*

How to deal with grievances about your work or study environment.

## Grievance Policy and Procedures

The University of Western Sydney is committed to providing and maintaining a harmonious and productive work and study environment free from bullying, harassment, discrimination and conflict. The University has policies and runs education programs to help achieve this.

All those who work for or study at the University have the legal and ethical right to have grievances dealt with confidentially, fairly, effectively, and in a timely manner.

The University Grievance Policy and Procedures is at Web address:

[www.uws.edu.au/about/adminorg/corpse/rv/opq/complaint/ga](http://www.uws.edu.au/about/adminorg/corpse/rv/opq/complaint/ga)

It explains the process the University uses to sort out (resolve) grievances for which there is no other University appeal or review procedure.

There are separate University procedures for disputes about matters such as: admission; grading; academic performance; promotions; industrial conditions - terms and conditions of employment, and/or union advocated disputes.

For information about each of these procedures see Web address: [www.uws.edu.au](http://www.uws.edu.au)

The grievance policy is for grievances about unfair treatment, discrimination, harassment, bullying, vilification and conflict that **do not** relate to any of the above issues. You can also use the University Grievance Policy and Procedure if your problem, concern or complaint has **already** been reviewed under another University procedure, but you do not believe that the review took proper account of your complaint about unfair treatment, discrimination, harassment, bullying or vilification.

Enquiries can be made to the Complaints Resolution Unit on (02) 9678 7858.

## 2005 Grievance Advisors Contact Details

### Bankstown

Ms Moira Gibson	<a href="mailto:m.gibson@uws.edu.au">m.gibson@uws.edu.au</a>	(02) 9772 6208
Mr Mark Kearns	<a href="mailto:m.kearns@uws.edu.au">m.kearns@uws.edu.au</a>	(02) 9772 6401

### Blacktown

Mr Kevin Austin	<a href="mailto:k.j.austin@uws.edu.au">k.j.austin@uws.edu.au</a>	(02) 9852 4165
Mr Rajeev Kamineni	<a href="mailto:r.kamineni@uws.edu.au">r.kamineni@uws.edu.au</a>	(02) 9852 4131
Ms Shirley Morgan	<a href="mailto:s.morgan@uws.edu.au">s.morgan@uws.edu.au</a>	(02) 9852 4030
Dr Lesley Kuhn	<a href="mailto:l.kuhn@uws.edu.au">l.kuhn@uws.edu.au</a>	(02) 9852 4172

### Campbelltown

Ms Barbara Bosley	<a href="mailto:b.bosley@uws.edu.au">b.bosley@uws.edu.au</a>	(02) 4620 3289
Associate Professor Steve Hansen	<a href="mailto:s.hansen@uws.edu.au">s.hansen@uws.edu.au</a>	(02) 4620 3514
Mr Sean Toohey	<a href="mailto:s.toohey@uws.edu.au">s.toohey@uws.edu.au</a>	(02) 4620 3241

### Hawkesbury

Ms Laynie Hall Pullin	<a href="mailto:l.hall@uws.edu.au">l.hall@uws.edu.au</a>	(02) 4570 1670
Ms Kerrie Bradley	<a href="mailto:k.bradley@uws.edu.au">k.bradley@uws.edu.au</a>	(02) 4570 1491

### Parramatta

Associate Professor Tom Millar	<a href="mailto:t.millar@uws.edu.au">t.millar@uws.edu.au</a>	(02) 9685 9901
Ms Helen Angelakis	<a href="mailto:h.angelakis@uws.edu.au">h.angelakis@uws.edu.au</a>	(02) 9685 9428
Ms Maureen Farago	<a href="mailto:m.farago@uws.edu.au">m.farago@uws.edu.au</a>	(02) 9685 9486
Dr Janet Roden	<a href="mailto:j.roden@uws.edu.au">j.roden@uws.edu.au</a>	(02) 9685 9116
Mr Tony Adamski	<a href="mailto:a.adamski@uws.edu.au">a.adamski@uws.edu.au</a>	(02) 9685 9169

### Penrith

#### (a) Kingswood

Ms Karen Yevenes	<a href="mailto:k.yevenes@uws.edu.au">k.yevenes@uws.edu.au</a>	(02) 9852 5076
Dr Erik Bohemia	<a href="mailto:e.bohemia@uws.edu.au">e.bohemia@uws.edu.au</a>	(02) 9852 5453
Dr Seyed Shahrestani	<a href="mailto:s.shahrestani@uws.edu.au">s.shahrestani@uws.edu.au</a>	(02) 4736 0192
Ms Rosemary Schaefer	<a href="mailto:r.schaefer@uws.edu.au">r.schaefer@uws.edu.au</a>	(02) 4736 0807

#### (b) Werrington South

Ms Asha Chand	<a href="mailto:a.chand@uws.edu.au">a.chand@uws.edu.au</a>	(02) 9852 5643
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#### (c) Werrington North

Ms Kim Jarvis	<a href="mailto:k.jarvis@uws.edu.au">k.jarvis@uws.edu.au</a>	(02) 9678 7197
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#### (d) High St

Ms Shirley Adams	<a href="mailto:s.adams@uws.edu.au">s.adams@uws.edu.au</a>	(02) 9852 5331
Mr Bernard Jason	<a href="mailto:b.jason@uws.edu.au">b.jason@uws.edu.au</a>	(02) 9852 5339