RESEARCH IN THE GREAT BARRIER REEF MARINE PARK GRIEVANCE PROCEDURES

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.

PROCEDURES

1 Overview

1.1 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.

1.2 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.

1.3 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.

1.4 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.

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

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

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

2.1 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 the Office of the Pro Vice-Chancellor (Research) for investigation.

2.2 The Pro 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.

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

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3 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:

3.1 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 Pro Vice-Chancellor (Research) via the Research Services Office within ten working days of the experiment or teaching exercise.

3.2 The Pro 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 Pro 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.

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

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

In the event that a researcher, supervisor, staff member or research candidate is dissatisfied with either the Pro Vice-Chancellor (Research)'s procedures or any decision made by the Pro 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:

4.1 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 Pro Vice-Chancellor (Research) is to be submitted by the aggrieved person to the Pro Vice-Chancellor (Research) via the Research Services Office within ten working days after receipt of advice of the decision of the Pro Vice-Chancellor (Research).

4.2 The Pro 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 Pro 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.

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

4.4 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.

4.5 The Vice-Chancellor will provide written advice to both the Pro Vice-Chancellor (Research) and the aggrieved person regarding their review of the matter. The Vice-Chancellor may require the Pro

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 Pro Vice-Chancellor (Research).

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

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

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

RESPONSIBILITIES

Ethics and Compliance Officer (Research Services Office) is responsible for ensuring these procedures are followed.

RECORDS

All records relevant to these procedures are to be maintained in a recognised University recordkeeping system.

SUPPORTING DOCUMENTS

Great Barrier Reef Marine Park Authority
Great Barrier Reef Marine Park Regulation 1983
Memorandum of Understanding

Approval Authority	Academic Board
Policy Administrator	Pro Vice-Chancellor (Research)
Original Approval Date	1 December 2004
Amendment History	Academic Board 6 March 2012
Date of Next Review	6 March 2015
Related Policy Documents	Code of Conduct Code of Conduct for Research Code of Conduct - Research in the Great Barrier Reef Marine Park Great Barrier Reef Marine Park Operating Procedures

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