

Student Grievance, Complaints and Appeals Procedure

Version 4.6

CG Spectrum Institute Pty Ltd

CGSI-ACA-PRO-011

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1.0 Purpose

This document sets out the procedure for responding to student grievances, complaints and appeals, in accordance with the *Higher Education Support Act 2003* (HESA), the *Higher Education Provider Guidelines 2023* (HEPG), the *Higher Education Standards Framework (Threshold Standards) 2021* (HES Framework), the National Student Ombudsman (NSO) under Part IIF of the *Ombudsman Act 1976* (Ombudsman Act), TEQSA's Statement of Regulatory Expectations: Student Grievance and Complaint Mechanisms (2025), and the *National Higher Education Code to Prevent and Respond to Gender-based Violence 2025* (GBV Code).

1.1 Commencement and effect

This procedure takes effect on 26 August 2026, on approval by the Governing Body, and replaces version 4.4. Version 4.6 corrects clause 4.0 with effect from 14 September 2026.

The steps set out in this procedure apply from that date. They are not deferred to 1 January 2027. This procedure is read with the Student Grievance, Complaints and Appeals Policy, CGSI-ACA-POL-022. Where this procedure is inconsistent with that policy, the policy prevails.

2.0 Scope

This procedure applies to all prospective and current domestic and international higher education students of CG Spectrum Institute (CGSI) who have a grievance, wish to make a complaint, request a review or appeal a decision which falls within the control of CGSI, its staff, education agents or service providers, regardless of location or mode of study.

This procedure also applies to former domestic and international higher education students of CGSI within the time period set out in the Student Grievance, Complaints and Appeals Policy, CGSI-ACA-POL-022.

This procedure is aligned with the Student Grievance, Complaints and Appeals Policy, CGSI-ACA-POL-022, and the Wellbeing and Safety in the Learning and Working Environment Policy and Procedure, CGSI-WHS-POL-002.

CGSI is not registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The *Education Services for Overseas Students Act 2000* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* do not apply to CGSI. International students may access the National Student Ombudsman on the same basis as domestic students.

3.0 Definitions

Term	Definition
Academic Grievance	is a concern about an academic matter or process which a student brings to the attention of CGSI staff in any informal way. Examples of academic matters include, but are not limited to, concerns about: • academic progress decisions; • applications for credit transfer or recognition of prior learning (RPL); • curriculum, awards and assessments; • academic integrity; • content, structure or quality of the program; or • authorship or intellectual property.
Appeal	means that a student is dissatisfied with a decision made by CGSI in response to a complaint. The student has ten working days from the date of the written notification from CGSI in which to lodge an appeal to have the decision reviewed. This includes decisions relating to complaint outcomes, as well as admission, credit transfer and RPL, unsatisfactory academic progress, unsatisfactory attendance, misbehaviour, and suspension of enrolment and exclusion.
Complaint	means a grievance that has not been resolved informally, for example by the affected parties discussing the matter, and the student's concern has been escalated requiring an official response.
Discloser	is a person who has shared information about their experience of Gender-based Violence.
Disclosure	is the provision of information about a person's experience of Gender-based Violence to CGSI, by the Discloser or by another person.
Formal Report	is the provision, through formal reporting channels, of information about their experience of Gender-based Violence by a Discloser to CGSI, which requires CGSI to consider taking steps beyond the offer and provision of support services, including the commencement of an investigation or a disciplinary process.
Gender-based Violence (GBV)	means any form of physical or non-physical violence, harassment, abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy. This is the definition used in the GBV Code and is adopted by CGSI without variation. It includes conduct occurring online or through the use of digital technology.

Term	Definition
Grievance	is a concern about a situation, a process, a person or group of people, a facility or a service provided by CGSI, which the student brings to the attention of CGSI's staff in an informal way.
Grievance Advisor	is an appropriately qualified member of staff whose role is to provide advice to a student who is considering making a formal complaint, either academic or non-academic, about the process for resolving a grievance or complaint.
Non-Academic Grievance	is a concern about a non-scholastic matter, situation or process, or a concern about the conduct of a person or group of people, which the student brings to the attention of CGSI staff in an informal way. Examples of non-academic matters include, but are not limited to, concerns about: • the provision of student support services; • unsatisfactory attendance; • the Code of Conduct; • CGSI's facilities and amenities, including exclusion from facilities or events; • application procedures; • suspension or cancellation of enrolment for non-academic reasons; • use of personal information; • fees and other financial matters; • perceived discrimination or unfairness; • bullying, sexual harassment and other forms of harassment; • racism and other Unsafe Behaviour; or • Gender-based Violence.
Racism	and its forms are defined at section 3.0 of the Diversity, Equity and Inclusion Policy, CGSI-ACA-POL-013, which is the single source for those terms. CGSI applies those definitions in accordance with clause 6.2 of that policy, which protects the study, discussion, depiction and critique of race, religion, history, politics and conflict.
Respondent	is a person against whom a complaint is made, or a person who is alleged to have engaged in conduct that amounts to Gender-based Violence.
Student	for the purpose of this procedure refers to a prospective, current and former student of CGSI.
Support Person	is a person, also referred to as a representative, to assist, accompany and support a complainant, respondent or interviewee in their participation in matters relating to this procedure and the Student

Term	Definition
	Grievance, Complaints and Appeals Policy. A Support Person may be a friend or family member, a staff member, or delegate.
Unsafe Behaviour	includes, but is not limited to, the following: • Bullying; • Discrimination; • Harassment; • Hazing; • Racism; • Sexual Assault; • Sexual Harassment; • Sexual Misconduct; • Vilification; or • Victimisation. Common definitions of these behaviours are at Appendix 1.

4.0 Roles and Responsibilities

The Academic Director

is responsible for:

- ensuring that all CGSI academic staff are familiar with this procedure;
- ensuring that academic staff and students know who the Grievance Advisor is and how to contact them. This information will be provided as part of the orientation program, on the CGSI website and within subject outlines;
- managing case reviews, including establishing case review panels and appeal review panels;
- formally acknowledging receipt of formal complaints, usually by email; and
- keeping the parties informed of the progress and outcome of decisions regarding their complaints and appeals.

The CGSI Student Appeals Committee

provides an appeal avenue for students in relation to complaints or disciplinary matters. It is composed of not less than four members, which includes at least one independent member of Academic Board, one student, the Academic Director and the Grievance Advisor. It is responsible for determining student appeals and making recommendations to the Academic Board regarding the outcome of each student Appeal. It has been established to maintain full accountability, fairness and academic transparency. This Committee is available as part of the third stage of formal escalation of an academic grievance or appeal. It is responsible for:

- promoting, upholding and ensuring the principles of procedural fairness are applied to each matter referred to the Student Appeals Committee;
- convening, considering and determining student appeals as referred under the Student Grievance, Complaints and Appeals Policy and this procedure;
- making recommendations to the Academic Board regarding the outcome of each student Appeal; and
- improving policies and procedures related to complaints, disciplinary matters and general operations that impact student welfare.

The Academic Board

is responsible for the final decision associated with any student appeal.

The Grievance Advisor

is an appropriately qualified, trained and nominated member of staff, other than the Academic Director, whose role it is to provide advice to a student about the process for resolving a grievance or complaint. This role is undertaken by the Head of Student Engagement. They are responsible for:

- providing advice to students about the processes for resolving a grievance or complaint;
- receiving grievances and formal complaints and responding and/or initiating further action if required, for example informing the Chair of the Student Appeals Committee; and
- assisting students regarding the contact details of organisations for external appeals.

All staff

have a responsibility to advise students who have a grievance or are dissatisfied with a decision made by CGSI of their right to lodge a complaint or appeal. All staff must be familiar with and understand their accountabilities in relation to this procedure and the Student Grievance, Complaints and Appeals Policy, which shall be a key component of induction and ongoing training.

All staff must respond safely to a Disclosure of Gender-based Violence within the limits of their role, refer the matter promptly rather than investigate it, and must not direct any party to keep a matter confidential.

5.0 Procedure

There are up to five stages in the processes for resolution of a grievance, complaint or appeal. Each stage represents an increase in the level of formality with which the grievance, complaint or appeal is managed.

The stages of the process are:

- Stage 1. Whenever possible, informal discussion and negotiation between student and respondent or staff member involved takes place.
- Stage 2. Escalation of grievance to inform the Grievance Advisor and a senior member of the Academic team in seeking dispute resolution.
- Stage 3. Lodgement of formal complaint and triggering of internal appeals process.
- Stage 4. External professional mediation.
- Stage 5. External appeal can be lodged to an external agency, such as the National Student Ombudsman (NSO) at www.nso.gov.au, or a court or tribunal.

Students are able to raise a complaint with the NSO at any time. The NSO works with students and higher education providers to resolve student complaints. The NSO is a free and independent service available to former, current and prospective higher education students, including both domestic and international. Students are able to independently engage professional advice in relation to grievances and appeals. Any independent professional engaged by the student to provide advice is at the student's own cost. Comprehensive information about lodging a higher education student complaint is available on the Australian Government's Study Assist website at www.studyassist.gov.au.

Where the matter concerns Gender-based Violence, racism or other Unsafe Behaviour, the additional provisions at sections 5.6 and 5.7 apply and prevail over the general stages.

5.1 Stage 1: Informal Negotiation

If the student feels comfortable in doing so, they may raise their concerns directly with the person involved. This is not a compulsory step.

5.2 Stage 2: Internal Escalation

If the student has attempted to resolve matters directly with those involved, but is not satisfied with the outcome, or if the nature of the concern means that it is inappropriate for the student to address it with the party or parties involved, such as an allegation of sexual harassment, the student may take the matter further.

To escalate the internal grievance process, the student is to contact the Grievance Advisor at student.engagement@cgspectrum.com. The following information will be required:

- attempts already undertaken to resolve the grievance, if any;
- nature of grievance or appeal;

- statement of grievance or appeal with sufficient information;
- supporting information and documentation; and
- what the student thinks needs to be done to address their concerns.

The Grievance Advisor will pass the information on to the Academic Director and/or appropriate member of the Senior Academic team. This will commence a process of investigating the grievance with the aim of seeking an appropriate resolution. This process may require an interview with the student. The student will receive a response relating to this internal investigation process within five working days of the concern being raised. Where urgent action is required, for example in cases involving Unsafe Behaviour, processes may be expedited.

5.2.1 Process

1. The Grievance Advisor will explain to all parties how information about the matter will be shared. CGSI shares information only with those who need it to provide support, to assess and manage risk, to make a decision, or to meet a legal obligation. The Grievance Officer and/or all other parties internal to CGSI and involved directly or indirectly in the matter are to, where possible, ensure the student's confidentiality unless otherwise advised by the student or in cases where the matter constitutes a criminal offence
2. No party is in breach of any CGSI policy by sharing their own experience, seeking support, advice or medical care, or contacting the police or an external body. CGSI asks all participants to respect the privacy of others involved.
3. The Grievance Advisor will arrange a meeting with the student to provide advice on the process and to enable the student to present their case. The student may be accompanied or assisted by a Support Person at any relevant meeting.
4. The Grievance Advisor will inform the respondent about the nature of the grievance against them and will provide them with the opportunity to respond within five working days.
5. The grievance will be investigated by the Academic Director and/or a senior member of the Academic team with the intention of resolving the issue internally and informally.
6. If the grievance is upheld, the student and the respondent will be notified in writing within 14 working days of the decision, the grounds for the decision and the action required to resolve the complaint.
7. If the grievance is not upheld, the student will be given a written explanation detailing the reasons for that decision.
8. The Grievance Advisor will retain a written record of the grievance and its outcome.

5.3 Stage 3: Internal Appeal Process

1. Students dissatisfied with the outcome of Stage 2 of the grievance process may appeal the decision within ten working days of the written notification.
2. Appeals must be submitted on the Formal Complaints and Appeals Lodgement Form located https://drive.google.com/file/d/1LbXszEBOCKslxPr9YrdqggL_kjKD1aP3/view
3. The request will be considered by the CEO who may decide:
 - to convene the Student Appeals Committee; or
 - determine that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these internal procedures.
4. The student will be advised in writing within ten working days of the decision and the reasons for it. If the Student Appeals Committee is convened, the student will be informed of the committee membership and the procedure to be followed, at least five working days in advance of the committee meeting.

The Student Appeals Committee shall be constituted by not less than four members, which shall include at least one independent member of Academic Board who is not the Chair of Academic Board, one student nominated by the Chair of Academic Board, and two ex-officio members as follows:

- Academic Director and Dean, Faculty of Creative Industries and Business; and
- Grievance Advisor.

At a meeting of the Student Appeals Committee, a quorum is constituted by three members, which must include one independent member.

5. The review will be conducted in private, and all relevant facts will be taken into consideration. The student may attend and be accompanied by a Support Person.
6. If the respondent is a CGSI staff member or another student, they will also be invited to present their case to the committee and may be accompanied by a Support Person.
7. The student and respondent will be notified of the committee's decision in writing within two working days, including the reasons for the decision and any further action to be taken by CGSI to resolve the matter.

5.4 Stage 4: Professional Mediation

1. If a student is dissatisfied with the outcome of Stage 3, they have ten working days from the date on the written notification in which to lodge a request for external professional mediation.
2. The Academic Director will arrange for an external mediation session to be conducted by an accredited mediator. The cost to CGSI of mediation is capped at 50 per cent of the mediator's fees and this is clearly communicated to the student.
3. For the avoidance of doubt, this stage is not compulsory, and the student may proceed to Stage 5.

4. This stage does not apply to a matter concerning Gender-based Violence. CGSI will not require, propose or treat as a default any process that brings a Discloser into direct contact with a Respondent, and no cost is charged to a Discloser.

5.5 Stage 5: External Appeal

1. In the event of a student remaining dissatisfied with the internal complaints and appeals outcomes, the conduct of CGSI's internal procedures for complaints and appeals, or CGSI's compliance with HESA, the HES Framework, the HEPG, the TEQSA Act or the GBV Code, the student may lodge an external appeal.
 - Comprehensive information about lodging a higher education student complaint is available on the Australian Government's Study Assist website at www.studyassist.gov.au and on the NSO website at www.nso.gov.au.
 - An external appeal can be lodged with an external agency, including the National Student Ombudsman, the Australian Human Rights Commission, the Victorian Equal Opportunity and Human Rights Commission, the police, or a court or tribunal.
2. Students who wish to access an external appeals process should contact the Grievance Advisor, who can provide additional advice about how to contact external organisations.
3. CGSI does not set a time limit for approaching an external body and has no power to do so. The NSO publishes its own guidance on when a complaint should be made, and the Grievance Advisor will assist a student to find it. A student pursuing an appeal through the NSO is expected to include with their application any supporting documents presenting new or additional information or evidence supporting their case, or substantiating an argument as to why the decision of the Student Appeals Committee did not comply with CGSI's policies and procedures. It is not sufficient to simply disagree with the decision.

The NSO can consider complaints on many issues including:

- student safety and wellbeing, including gender-based violence, discrimination, racism, antisemitism and Islamophobia;
 - student enrolment and exclusion;
 - student applications for special consideration;
 - providers' changes to course structures;
 - providers' complaint and appeal procedures; and
 - providers' failure to clearly explain their decisions.
4. If the external appeal process supports the student, CGSI will immediately implement any decision and/or action required. CGSI will also implement any recommendation of the National Student Ombudsman relating to Gender-based Violence that is directed to CGSI, whether or not the recommendation supports the student.
 5. The CEO will provide written advice of the decision with supporting reasons, regardless of the outcome.

5.6 Gender-based Violence

1. If a student experiences or witnesses Gender-based Violence, assault, sexual harassment or bullying, the first point of contact at CGSI is the Grievance Advisor, being the Head of Student Engagement. Contact details are published on the CGSI website and the learning management system. For further information refer to the Wellbeing and Safety in the Learning and Working Environment Policy and Procedure, CGSI-WHS-POL-002 located at <https://www.cgspectrum.com/policies-procedures>
2. A Disclosure or Formal Report may be made in person, by email, by telephone or online, and may be made anonymously. A third party may make a Disclosure or Formal Report where the Respondent is a CGSI student or staff member.
3. A Formal Report may be made directly. Stages 1 and 2 are not required. There is no time limit on making a Disclosure or a Formal Report.
4. CGSI responds regardless of where, or in what context, the conduct occurred, including conduct occurring online, off campus, overseas, or outside a teaching period.
5. A Discloser will never be required to raise the matter with the Respondent, and will never be asked to mediate or conciliate with them.
6. The Grievance Officer and/or all other parties internal to CGSI and involved directly or indirectly in the matter are to, where possible, ensure the student's confidentiality unless otherwise advised by the student or in cases where the matter constitutes a criminal offence. A Discloser may share their own experience at any time, including to seek support, advice or medical care, and may contact the police or an external body at any time.
7. CGSI will undertake a risk assessment and will implement safety measures. CGSI will seek and seriously consider the views of the Discloser before doing so. Safety measures may include restricting contact between the parties and making alternative teaching, mentoring or supervision arrangements.
8. CGSI will develop a support plan with the Discloser, and a separate support plan with the Respondent. Different staff members are assigned to support each party. A support plan may include safety measures, access to specialist support, translation and interpreter services, and reasonable academic adjustments. Support is available whether or not the person proceeds with the matter.
9. Unless the Discloser requests otherwise, CGSI will notify the Discloser of the outcome of any investigation and of any disciplinary process, including the decision, any sanctions and the reasons, on the same day the Respondent is notified.
10. Sanctions imposed following a substantiated allegation are proportionate to the conduct substantiated and may include exclusion and expulsion, in accordance with the Student Discipline Policy, CGSI-ACA-POL-021, and the Student Discipline Procedure, CGSI-ACA-PRO-010 located at <https://www.cgspectrum.com/policies-procedures>.
11. No person will be disadvantaged for making a Disclosure or Formal Report, for supporting another party, or for taking part in a process under this procedure. This

protection does not depend on the outcome of the matter. A matter that is not substantiated is not, for that reason, a false or vexatious matter.

12. Reprisal: action taken against a person because of a Disclosure, Formal Report, support or participation, may be committed by a respondent or by any other student or staff member. Reprisal is treated as serious misconduct and is dealt with as a separate matter under the Student Discipline Policy, CGSI-ACA-POL-021, and the Student Discipline Procedure, CGSI-ACA-PRO-010, by the decision-maker identified in that procedure.

5.7 Racism and Other Unsafe Behaviour

A report of racism or other Unsafe Behaviour is managed under Stages 2 to 5, with the following protections.

1. The person is never required to raise the matter with the person the report is about. Stage 1 is not a precondition.
2. No party is directed to keep the matter confidential, and the information sharing position at Stage 2 applies.
3. A risk assessment is undertaken where the conduct presents a risk to safety.
4. Support is offered whether or not the person proceeds with the matter, and reasonable academic adjustments are available.
5. Where both parties are students or staff, separate staff members are assigned to support each of them.
6. The person is protected from reprisal, and a matter that is not substantiated is not a vexatious matter.
7. Stage 4 mediation is not used without the free agreement of the person who made the report, and at no cost to them.

Definitions of racism and its forms are at section 3.0 of the Diversity, Equity and Inclusion Policy, CGSI-ACA-POL-013. CGSI applies those definitions in accordance with clause 6.2 of that policy, which protects the study, discussion, depiction and critique of race, religion, history, politics and conflict. Policies found at <https://www.cgspectrum.com/policies-procedures>

5.8 General

1. Information on the grievance, complaints and appeals process will be made available to students in the Student Handbook, the CGSI website and in the relevant policies in the policy framework. Included will be details of the five-stage process, mediation services and associated costs.
2. Where there is a conflict of interest between the student or respondent and CGSI staff involved in the dispute resolution process, the conflict will be referred to a higher authority within CGSI for resolution, or, if warranted, external to CGSI for resolution.

5.9 Monitoring

All formal complaints and their associated responses and outcomes will be monitored by the CEO. Records will be de-identified for future reference to ensure consistency of actions and when tabled for further review by the Academic Board and the Board of Directors.

All matters involving Gender-based Violence, racism, sexual misconduct and other Unsafe Behaviour are recorded on the Incident Register. De-identified data on those matters is reported to the Academic Board and the Board of Directors at least every six months.

5.10 Complaints and Appeals Records

A copy of all related documentation, including a statement of findings with decisions made at each stage of the complaint and appeal process, and reasons for decisions, will be retained on the student's record.

Student records are kept for a minimum of five years after the conclusion of the matter in the event of a complaint requiring further investigation.

6.0 Forms

- Formal Complaints and Appeals Lodgement Form.

7.0 Related Documents

- Student Grievance, Complaints and Appeals Policy, CGSI-ACA-POL-022;
- Student Discipline Policy, CGSI-ACA-POL-021;
- Student Discipline Procedure, CGSI-ACA-PRO-010;
- Diversity, Equity and Inclusion Policy, CGSI-ACA-POL-013;
- Students at Risk Policy and Procedure;
- Privacy Policy;
- Student Records Management Policy; and
- Wellbeing and Safety in the Learning and Working Environment Policy and Procedure, CGSI-WHS-POL-002.

8.0 Review and Publication

This procedure is reviewed at least every three years, aligned to the review of the Student Grievance, Complaints and Appeals Policy, CGSI-ACA-POL-022, and earlier where a regulatory change, a change in CGSI's delivery model, or a finding from the monitoring at clause 5.9 indicates that review is required.

This procedure is published on the CGSI website. It is drafted in plain English and is able to be translated, taking into account the demographics of CGSI's students and staff. Its classification is Public.

9.0 Appendix 1: Unsafe Behaviour Common Definitions

Bullying

Bullying is repeated and unreasonable behaviour directed towards a person or group of people that creates a risk to health and safety:

- repeated behaviour is behaviour which occurs more than once and may involve a range of behaviours over time; and
- unreasonable behaviour is behaviour that a reasonable person, having regard for the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

The following behaviours do not constitute bullying:

- a single incident of unreasonable behaviour. However, single or one-off incidents of unreasonable conduct can also cause a risk to health and safety, may breach other CGSI policies, and could constitute misconduct;
- low level conflict, defined as interpersonal conflict or disagreement which is not sufficient to constitute bullying. People can and will disagree with each other, however such situations must be dealt with in a respectful manner; and
- reasonable direction and expectations of staff, including as part of performance management procedures.

Bystander

A bystander includes a person who observes Unsafe Behaviour, which can include someone bullying, harassing, discriminating against, sexually harassing or sexually assaulting another person.

CGSI Community

CGSI Community means the members of the Board of Directors, Academic Board, staff, students and those who use CGSI facilities, including online facilities and the GameChanger Academy, for work, study or other authorised activity.

Complainant

A person or persons who make a complaint about a matter that they wish CGSI to consider and for which outcomes or resolutions are explicitly or implicitly expected.

Consent

Consent means the free and voluntary agreement, by a person with the cognitive capacity to do so, to participate in an activity which may include an intimate or sexual relationship. Consent is not freely and voluntarily given if the person is:

- coerced;
- unconscious or asleep;
- under the influence of drugs or alcohol;
- under threat or intimidation;
- in fear of bodily harm;
- subjected to the exercise of authority;
- under false or fraudulent representations about the nature or purpose of the act; or
- under a mistaken belief that the offender was someone else, for example their sexual partner.

Consent can be given and subsequently withdrawn at any point.

Discrimination

Discrimination is against the law. Discrimination is treating someone unfairly because of a characteristic they have, or they are assumed to have, that is protected by Victorian and Commonwealth law. These characteristics include:

- disability, including diseases and illness;
- sex, including pregnancy and breastfeeding;
- race;
- age;
- marital or domestic status;
- sexual orientation;
- gender identity; and
- carer's responsibilities.

The following conduct does not constitute unlawful discrimination:

- a person is not offered a job because, notwithstanding that reasonable adjustments have been made, they cannot meet the inherent requirements of the job;
- a student with a disability does not pass the requirements of a course, notwithstanding that reasonable adjustments have been made;
- CGSI has gained a lawful exemption, or the law otherwise permits CGSI, to target a job at a particular group of people to help redress disadvantages that group may have experienced in the past; and
- CGSI lawfully implements specific equal employment opportunity or affirmative action strategies, plans or programs designed to ensure genuine equal opportunities, particularly in relation to groups that have been disadvantaged in the past.

Harassment

Harassment occurs when a person, or a group of people, is intimidated, insulted or humiliated because of one or more characteristics, or from working in a hostile or intimidating environment that makes a person feel offended, humiliated or intimidated, and where that reaction is reasonable in the circumstances. Harassment can arise as the result of a single incident as well as repeated incidents, for example hazing.

Hazing

Hazing is any action or situation, with or without the consent of the participants, which recklessly, intentionally or unintentionally endangers the mental, physical or academic health or safety of staff or students, and can include the practice of rituals, challenges and other activities as a way of initiating a person into a group.

Report

A report is information provided to CGSI about an incident or suspected wrongdoing that the person making the report believes to be the case. A report can be anonymous, and the person reporting is able to, but does not have to, identify the other people involved.

CGSI can provide support to a person making the report, if they have identified themselves, including accommodations and precautionary measures, and advice about making a complaint. Reports are processed and recorded on the Incident Register.

Sexual Assault

Sexual assault is any unwanted or forced sexual act or behaviour without consent. Sexual assault occurs when a person:

- touches or makes contact with another person, and the touching or making contact is sexual in nature, without their consent. Groping and any physical contact such as patting, pinching or touching in a sexual way is a form of sexual assault;
- forces another person against their will to commit an act of gross indecency, being a sexual act that does not involve penetration, for example a person forces another person to touch their genitals; or

- forces another person to see an act of gross indecency, for example the person masturbates in front of the other person.

Rape is the most serious form of sexual assault and occurs where a person or persons force another person or persons to have sexual intercourse without their consent. Rape includes forcing someone to perform oral sex, digital penetration, and inserting any object into the vulva, vagina or anus of another person without their consent.

Sexual Harassment

Sexual harassment is an unwelcome sexual advance, unwelcome request for sexual favours, or sexual gestures, jokes or comments that are intended to offend, humiliate or intimidate another person, or where it is reasonable to expect the person might feel that way. Sexual harassment may include:

- displays of sexually graphic materials, but does not include sexually graphic materials for educational purposes that have been approved and are intentionally used by CGSI solely as part of the curriculum;
- repeated invitations to develop a closer or intimate relationship after prior refusal;
- unwelcome and uncalled for remarks or insinuations about a person's sex or private life;
- comments of a sexually suggestive nature about a person's appearance or body;
- sexually offensive phone calls;
- offensive emails, text messages or graphics of a sexual nature;
- unwanted sexual attention using the internet, social networking sites and mobile phones;
- sexually offensive screensavers or posters;
- threats online of a sexual nature;
- image-based abuse, including the non-consensual sharing of intimate images;
- sexual propositions;
- indecent exposure;
- stalking;
- pressuring a student or staff member to engage in sexual behaviour for some educational or employment benefit; or
- making a real or perceived threat that rejecting sexual behaviour will carry a negative consequence for the student in education, accommodation, or in a program or activity of CGSI.

Sexual Misconduct

Sexual misconduct refers to instances of sexual harassment or sexual assault that CGSI is notified of or is responding to. If proven, allegations of sexual misconduct are a breach of this policy and also of the Code of Conduct that applies to both the staff and students of CGSI.

Vexatious

A complaint is deemed to be vexatious if it is:

- dishonest or contains intentionally misleading information;
- malicious, or pursued with undue persistence;
- made with the intent to harass or cause delay or detriment; or
- pursued in a manner that threatens, menaces or harasses a member of the Board of Directors, Academic Board, staff or students of CGSI.

A complaint that is not substantiated is not, for that reason, a vexatious complaint.

Victimisation

If a person is mistreated because they have made, or plan to make, a complaint of discrimination, or because they have provided information or evidence about a complaint of discrimination, this is known as victimisation. Victimisation is against the law in Victoria.

Vilification

Vilification is a public act that could incite hatred, serious contempt or ridicule towards a person or group. Vilification is against the law for certain characteristics. These characteristics include race, religion, sexual orientation, gender identity or HIV/AIDS status.

Version Control

Field	Detail
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