

1. PURPOSE

To describe the requirements by which the University of Melbourne will facilitate the reporting, recording, and handling response to feedback from external stakeholders on health and safety matters.

2. SCOPE

This requirement applies to feedback:

- that the University of Melbourne receives from an external stakeholder.
- that is directly related to a health and safety matter; and
- that relates to a matter falling under the management and control of the University.

This document is not applicable where the external stakeholder has already requested that the University investigate or review the matter using another review, complaint or grievance process, including:

- [Health & Safety: Issue resolution requirements](#)
- [Students complaints and grievances policy](#)
- [Appropriate workplace behaviour policy](#)

3. DEFINITIONS

External stakeholder:

A party, not under the management or control of the University of Melbourne, affected by the University's operations (e.g. regulatory bodies, suppliers, customers and clients, neighbours or members of the public).

Formal external health and safety feedback:

Formal written feedback (including complaints) directed to the Director, Health & Safety, about a health and safety matter that is subject to the management and control of the University of Melbourne.

Informal external health and safety feedback:

Verbal or written feedback (including complaints) directed to a local representative of the University of Melbourne about a health and safety matter that is subject to the management and control of the local area for which the representative is responsible.

Health and safety matter:

Either:

- a matter in which:
 - plant or equipment;
 - chemicals or substances;
 - systems of work; or
 - a workplace;may pose a risk to the health and safety of a person or persons; or
- a matter related to the University's health and safety legislative obligations.

4. METHOD

4.1 Informal external health and safety feedback

1. An external stakeholder identifies a health and safety matter under the management and control of the University of Melbourne, in relation to which the external stakeholder wishes the University to take action.
2. The external stakeholder shall raise the matter directly with a University of Melbourne representative responsible for the health and safety matter subject to the feedback. The external stakeholder shall be asked to provide:
 - a. name of the external stakeholder;
 - b. contact details of the external stakeholder;
 - c. relationship of the external stakeholder to the University of Melbourne;
 - d. details of the matter subject to the feedback; and
 - e. details of the action/s that the external stakeholder wishes the University to take.
3. If the external stakeholder is unable to identify a University of Melbourne representative responsible for the health and safety matter in question, then the external stakeholder may raise the matter as a formal external health and safety feedback.
4. The University of Melbourne representative shall review the feedback and confirm that the feedback is within the scope of this process.
 - a. If the feedback is outside the scope of this process, then the University representative shall advise the external stakeholder why the feedback is outside the scope of this process. Where appropriate and reasonably practicable, the University representative may suggest other potentially suitable University review, complaint or grievance processes, if known.
 - b. If the feedback is within the scope of this process, the University representative shall proceed to the next stage of the process.
5. The University representative shall review and consider the matter, and then (if possible) respond to the external stakeholder and attempt to reach resolution.
6. If the matter is successfully resolved, then it will be considered closed. If the matter is not successfully resolved, then the external stakeholder may raise the matter as formal external health and safety feedback.

4.2 Formal external health and safety feedback

1. An external stakeholder identifies a health and safety matter under the management and control of the University of Melbourne, in relation to which the external stakeholder wishes the University to take action.
2. The external stakeholder shall raise the matter in writing with the Director, Health & Safety, providing the following details:
 - a. name of the external stakeholder;
 - b. contact details of the external stakeholder;
 - c. relationship of the external stakeholder to the University of Melbourne;
 - d. details of the matter subject to the feedback, including:
 - i. location, personnel involved and time/date;
 - ii. the plant or equipment, chemicals or substances, systems of work or workplace involved; and
 - e. details of the action/s that the external stakeholder wishes the University to take.
3. The Director, Health & Safety shall review the external feedback and confirm that sufficient information has been provided for the feedback to be considered.
 - a. If insufficient information has been provided, the Director, Health & Safety, shall advise the external stakeholder (if contact details are supplied) of the need to provide further information for the feedback to be considered further.
 - b. If sufficient details have been provided, the Director, Health & Safety, shall proceed to the next stage of the process
4. The Director, Health & Safety, shall review the external feedback and confirm that it is within the scope of this process.
 - a. If the feedback is outside the scope of this process, then the Director, Health & Safety, shall advise the external stakeholder why the feedback is outside the scope of this process. Where appropriate and reasonably practicable, the Director, Health & Safety, may suggest other potentially suitable University review, complaint or grievance processes, if known.
 - b. If the feedback is within the scope of this process, the Director, Health & Safety, shall proceed to the next stage of the process.
5. The Director, Health & Safety, shall review the feedback and determine whether the health and safety matter subject to the feedback falls solely within the management and control of a single University of Melbourne Division.
 - a. If the matter is within the management and control of a single University of Melbourne Division, the Director, Health & Safety, shall refer the feedback to a suitable Management Representative of that Division for review, consideration and response.
 - b. If the matter is not within the management and control of a single University of Melbourne Division, the Director, Health & Safety, shall coordinate the review, consideration and response.
6. The Director, Health & Safety, shall maintain records of all formal external health and safety feedback received in accordance with this process and the associated responses.

5. RESPONSIBILITIES

Director, Health & Safety

Head of division or other divisional management representative

Supervisors, when acting as University of Melbourne local representatives

Staff, when acting as University of Melbourne local representatives

Contractors, when acting as University of Melbourne local representatives: eg. security guards

6. REFERENCES

- *Occupational Health and Safety Act 2004* (Vic)
- [Health & Safety: Issue resolution requirements](#)
- [Students complaints and grievances policy](#)
- [Appropriate workplace behaviour policy](#)
- [Health & Safety audit workbook](#)
- [Sexual Misconduct Prevention and Response Policy](#)