

# COMPLAINT PROCEDURES AND PROMOTIONAL MEASURES AGAINST UNFAIR DISCRIMINATION AND HARASSMENT

**A**

## **STAFF OR STUDENT EXPERIENCED Discrimination, Harassment, Sexual Harassment or Victimisation**

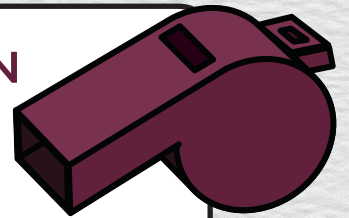
as defined by SU Policy, or incident is reported from any SU environment to the Equality Unit (EU).



**B**

## **LODGE OFFICIAL COMPLAINT IN PERSON with an Anti-Discrimination and Harassment Officer (ADHO) at the EU (39 Victoria Street).**

Preliminary case assessment and standardised intake form  
Provide ongoing process updates to complainant and respondent  
Referral to support services where appropriate  
Monitoring and reporting of complaints  
Complaints to [unfair@sun.ac.za](mailto:unfair@sun.ac.za) are logged as unofficial reports



**C**

## **CASE REFERRED TO TEAM OF ADVISORS**

Advisors make recommendations to the Head of EU.

### **Recommendations could include:**

Mediation or alternative dispute resolution  
(preferred, where appropriate)  
Referral to Human Resources, Legal Services,  
Student Discipline for formal investigation  
Activation of Staff or Student Advisory Panel  
Referral to appropriate line-function



## **EQUALITY UNIT**

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