

## **GUIDELINES FOR THE APPOINTMENT OF COMPLAINTS COMMISSIONERS**

(Approved by Council 19 November 1999)

- The Deputy Vice-Chancellor appoints Complaints Commissioners
- There should be 3 or 4 Complaints Commissioners, appointed with reference to physical location, accessibility and gender balance
- Appointees will not be current employees of the University nor members of its Council
- Appointees will have a broad perspective and understanding of the procedures of the University
- Appointments will be for 2 years and can be renewed
- The Deputy Vice-Chancellor will determine conditions of appointment and will provide appropriate training as required
- The Complaints Commissioners will provide annual reports through the Deputy Vice-Chancellor to Council.