

10. At all relevant times, the usual procedure followed when a complaint alleging unlawful discrimination was received at the 'new complaints' email address has been as follows:

- a. The 'new complaints' email address is monitored by administrative support officers in the ICS.
- b. When a complaint (or a document which it appears may constitute a complaint for the purposes of the AHRC Act) is received at the new complaints email address, the relevant administrative support officer creates a new file, allocates it a file number, creates a computerised record of the complaint and enters in it the names of the parties to the complaint and any contact details that are contained in the complaint document.
- c. The administrative support officer prints a hard copy of the complaint and provides it to a person employed as a Principal Investigator/Conciliator in the ICS, together with a note of the file reference number. (The hard copy of the complaint can also be provided directly to myself or the Director of the ICS by the administrative support officer for consideration, though that did not occur in the case of the Prior complaint.)
- d. The Principal Investigator/Conciliator reviews the complaint to assess whether it is a valid complaint and complies with s 46P of the AHRC Act. At all relevant times, the duties of Principal Investigator/Conciliators included assisting with the assessment of incoming complaints. The Principal Investigator/Conciliator enters further information in the computerised record of the complaint, including a brief description of the subject matter of the complaint and the federal anti-discrimination law that appears relevant to the complaint. They also include any comments or recommendations they may have about the handling of the matter.
- e. The Principal Investigator/Conciliator prints a copy of the computerised record of the complaint (the **assessment form**) and provides it together with a copy of the complaint to me as the Deputy Director of the ICS or to the Director of the ICS. As the Deputy Director, I review the summary and recommended actions of the Principal Investigator/Conciliator and make decisions about the action that should be taken in relation to the complaint.