|  |  |  |
| --- | --- | --- |
| Complaint Resolution template (Staff) | | |
| To be completed by staff who wish to make a Formal Complaint to their supervisor under the [Complaint Resolution Procedure (Staff).](https://www.adelaide.edu.au/policies/3863/?dsn=policy.document;field=data;id=7565;m=view) | | |
| The Complaint Resolution (Staff) Procedure allows the University to deal with complaints raised about other staff members, or matters that adversely affect a staff member’s ability to work productively in a positive work environment including complaints relating to unlawful discrimination, harassment, victimisation and bullying.  Before you complete this form:   * Consider your options to resolve the complaint by reviewing the [Complaint Decision Matrix](https://www.adelaide.edu.au/hr/ua/media/4203/bc-complaint-decision-matrix.pdf). Complaints can be resolved informally through self-resolution, by an assisted-resolution process, or by the formal process; * Read the [Complaint Resolution (Staff) Procedure](https://www.adelaide.edu.au/policies/3863/?dsn=policy.document;field=data;id=7565;m=view) and this form in full so that you understand what you are required to provide to raise a complaint formally; * This form should not be used to raise complaints under the [Whistleblower Policy](https://www.adelaide.edu.au/policies/3983/); * If you have already tried to resolve the complaint yourself or with the support of your supervisor and are now proceeding to a formal complaint resolution process, you should provide details in the space provided in [section 3](#_SECTION_3._INFORMAL) of this form; * Complete pages 1 – 3 of the form in-full, providing all the information as available and required. If a particular field in the form is not relevant mark N/A; * The quality and completeness of the information and/or evidence you provide to your Supervisor will enable them to deal with your complaint as promptly and effectively as possible.   To allow for the timely resolution of your complaint, provide pages 1 – 3 of this form to your supervisor, for actioning. If the complaint is about your supervisor, provide this form to your supervisor’s supervisor.  *Note: Complaints should be made within 12 months of the event or incident occurring which gave rise to the complaint, unless extenuating circumstances exist and there is a compelling reason to proceed.* | | |
| Section 1. General Information | | |
| Date form submitted | DD/MM/YY | |
| Name of Staff Member (making complaint) Complainant: |  | |
| Staff ID Number: | axxxxxxx | |
| Position Title: |  | |
| Organisational Unit: |  | |
| School/Branch: |  | |
| Work Location: |  | |
| Name of Supervisor: |  | |
| Preferred method of contact | Phone  E-mail  Other | Number:  E-mail Address: |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SECTION 2. DETAILS OF THE COMPLAINT | | | | |
| The date that the event occurred, action or matter arose | |  | | |
| Detail the complaint:  Include details of the incident/action that led to you raising this concern.  Please provide as much relevant detail as possible, including dates, times and events in chronological order.  If there are multiple matters, list each separately. If you require additional space, you may attach an additional page to this template. | |  | | |
| Name of person whom the complaint is about (where appropriate) Respondent: | |  | | |
| Did anyone else witness the events that led to this complaint? | | Yes  No  Name(s): ……………………………………………………………………… | | |
| Do you have any evidence of what has occurred? | | Yes  (Attach a copy to this document)  No | | |
| SECTION 3. INFORMAL RESOLUTION | | | | |
| Self-Resolution  Have you tried to resolve the complaint informally? | Yes  No | | **Assisted-Resolution**  **Did you seek the support of your supervisor, or another person to help you to resolve your complaint?** | Yes  No |
| When did you or your supervisor try to resolve the matter? | **Date:** | | DD/MM/YY | |
| Detail what you and/or your supervisor did to try to resolve the problem informally |  | | | |
| In your opinion, what stopped the matter from being resolved informally? |  | | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| SECTION 4. RESOLUTION SOUGHT | | | | | | |
| Describe the outcome or remedy that you are seeking (what you want).  Examples:  I want the respondent to stop or change the behaviour that gave rise to this complaint.  I want the respondent to understand why I am aggrieved.  I want to be able to enjoy coming to work.  I want to resume a good relationship with the respondent.  I would like to respondent to apologise for……. | |  | | | | |
| Is there anything else you would like your supervisor to consider in resolving this complaint? | |  | | | | |
| Are you willing to participate in mediation or another process to resolve the complaint? | | Yes  No | **Are you prepared to meet with and provide further information to an investigator (if required)?** | | | Yes  No |
| Signature of complainant |  | | | **Date:** |  | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SECTION 5. INITIAL ASSESSMENT | | | | |
| *Supervisor /Assessor to complete*  Outline the details of the initial assessment of the complaint or attach a report to this form. | |  | | |
| *Is there reason to investigate further* | | Yes  No | | |
| *Outline the reasons why it is/is not necessary to investigate further* | |  | | |
| *Supervisor Name* |  | | **Date** |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| SECTION 6. INVESTIGATION | | | | |
| *Investigator to complete*  Outline the details of the complaint  Or attach the detailed Investigation Report to this form | |  | | |
| Details of the Investigation:   * Information gathered * Interviews with parties to the complaint and/or witnesses | |  | | |
| *Is the complaint founded?* | | Yes  No | | |
| Outline your recommendations to resolve the complaint | |  | | |
| Investigator Name |  | | **Date** |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SECTION 7. RESOLUTION | | | | | | | | | |
| *Supervisor to complete*  Outline the resolution to the complaint; and  Any proposed actions /interventions taken to resolve the complaint; and  Any further action or monitoring that you will undertake to resolve the complaint. | | |  | | | | | | |
| Is the supervisor satisfied that the complaint has been resolved | | | Yes  No | **If the complaint has not been satisfactorily resolved, are you going to make a further attempt to resolve the complaint** | | | | | Yes  No |
| Does this matter give rise to a matter in another process e.g. misconduct process. | | | Yes  No | If yes, confirm that the matter has been referred to HR or relevant area. | | | | | Yes  No |
| If the complaint has not been resolved, and you do not intend to make a further attempt to resolve the complaint, what do you intend to do? | | | * Close the complaint as it is ill founded * Close the complaint as there is no reasonable resolution available * Refer the matter to HR as the complaint is vexatious, malicious or frivolous * Monitor the situation * Implement an alternate solution * Notify the complainant that the complaint cannot be resolved and will be closed with no further action. | | | | | | |
| Once the complaint is resolved or closed, the details must be referred to the HR Advisor for recording | | | * I have notified HR that the complaint has been resolved * I have notified HR that the complaint has not been able to be resolved and has been closed. | | | | | | |
| Supervisor Name | |  | | | | **Date** |  | | |
| SECTION 8. CLOSURE OF THE COMPLAINT | | | | | | | | | |
| HR Advisor to complete | HR will follow-up to ensure that:  The complainant has been notified that the complaint has been resolved; or  The complainant has been notified that the complaint has been closed; or  The matter has been referred to the Executive Director Human Resources as the complaint is vexatious or malicious; and  A copy of all documentation in relation to the formal complaint has been saved. | | | | | | | | |
| HR Advisor Name |  | | | | **Date** | | |  | |