

COMPLAINT RESOLUTION TEMPLATE (STAFF)

To be completed by staff who wish to make a Formal Complaint to their supervisor under the [Complaint Resolution Procedure \(Staff\)](#).

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](#). Complaints can be resolved informally through self-resolution, by an assisted-resolution process, or by the formal process;
- Read the [Complaint Resolution \(Staff\) Procedure](#) 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](#);
- 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](#) 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 <input type="checkbox"/>	Number:	
	E-mail <input type="checkbox"/>	E-mail Address:	
	Other <input type="checkbox"/>		

Behaviour and Conduct Handbook	Staff Complaint Resolution Template	Effective Date:	Xx month xxxx	Version 1.0
Authorised by	Chief Operating Officer	Review Date:	Xx month xxxx	Page 1 of 6
Warning	This process is uncontrolled when printed. The current version of this document is available on the HR Website.			

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 <input type="checkbox"/>	No <input type="checkbox"/>	
	Name(s):		
Do you have any evidence of what has occurred?	Yes <input type="checkbox"/> (Attach a copy to this document) No <input type="checkbox"/>		
SECTION 3. INFORMAL RESOLUTION			
Self-Resolution Have you tried to resolve the complaint informally?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Assisted-Resolution Did you seek the support of your supervisor, or another person to help you to resolve your complaint?	Yes <input type="checkbox"/> No <input type="checkbox"/>
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 <input type="checkbox"/> No <input type="checkbox"/>	If the complaint has not been satisfactorily resolved, are you going to make a further attempt to resolve the complaint	Yes <input type="checkbox"/> No <input type="checkbox"/>
Does this matter give rise to a matter in another process e.g. misconduct process.	Yes <input type="checkbox"/> No <input type="checkbox"/>	If yes, confirm that the matter has been referred to HR or relevant area.	Yes <input type="checkbox"/> No <input type="checkbox"/>
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?	<input type="checkbox"/> Close the complaint as it is ill founded <input type="checkbox"/> Close the complaint as there is no reasonable resolution available <input type="checkbox"/> Refer the matter to HR as the complaint is vexatious, malicious or frivolous <input type="checkbox"/> Monitor the situation <input type="checkbox"/> Implement an alternate solution <input type="checkbox"/> 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	<input type="checkbox"/> I have notified HR that the complaint has been resolved <input type="checkbox"/> 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: <input type="checkbox"/> The complainant has been notified that the complaint has been resolved; or <input type="checkbox"/> The complainant has been notified that the complaint has been closed; or <input type="checkbox"/> The matter has been referred to the Executive Director Human Resources as the complaint is vexatious or malicious; and <input type="checkbox"/> A copy of all documentation in relation to the formal complaint has been saved.		
HR Advisor Name			Date