



# Staff Complaint Handling Process and HR Investigation

Establishing a fair and transparent staff complaint handling process is crucial for maintaining a positive work environment. This process outlines the steps for employees to report concerns and how HR will investigate them.

## 1. Complaint Intake

- **Employees can report complaints verbally or in writing:** This allows flexibility for those uncomfortable speaking up directly.
- **Provide multiple channels for reporting:** Options include designated HR personnel, and complaint forms on the staff website.
- **Acknowledge receipt of the complaint:** HR or manager will acknowledge the complaint. This assures the complainant that their concern is being heard.

## 2. Initial Assessment

- **HR will assess the nature of the complaint:** This helps determine the appropriate course of action.
- **Classify the complaint:** The issue could be categorised as the following (e.g., harassment, discrimination, safety violation) to ensure it aligns with relevant policies.
- **Mediation may be offered for minor issues:** This allows for a facilitated discussion between parties to resolve the situation informally.

## 3. HR Investigation (if necessary)

- **Gather information:** HR will interview the complainant, the respondent (the person being accused), and potential witnesses.
- **Maintain confidentiality:** Protect the identities of those involved throughout the investigation, unless absolutely necessary.
- **Document everything:** Keep detailed records of interviews, witness statements, and any collected evidence.

## 4. Investigation Findings

- **Analyse the information gathered:** HR will assess the evidence and determine if the complaint is substantiated.
- **Prepare a report:** Document the findings of the investigation in a clear and concise manner, keeping the report factual.
- **Inform both parties of the outcome:** Communicate the decision to the complainant and respondent while maintaining confidentiality.

## 5. Disciplinary Action (if applicable)

- **Based on the findings, HR may recommend disciplinary action:** This could range from a verbal warning to termination, or admonishment if the accusations were deemed false, depending on the severity of the offense.



- **Progressive discipline may be followed:** This ensures a fair approach, with increasing consequences for repeat offenses.
- **Right to appeal:** Both the complainant and respondent should have the right to appeal the decision.

## 6. Follow Up and Support

- **MCT (G) will provide support to both parties:** Offer resources such as counselling or employee assistance programs (EAPs) if needed.
- **Monitor the situation:** Ensure the issue is resolved and there are no further incidents.
- **Review the complaint handling process:** Regularly assess the effectiveness of the process and make improvements as needed.

## Additional Considerations

- **Compliance with legal requirements:** Ensure the process adheres to all relevant anti-discrimination and workplace safety laws.
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	Stage	Description	Action
	(a)	(b)	(c)
1	Complaint Intake	Employee raises a concern.	Employee can report verbally, in writing, or anonymously through designated channels. HR acknowledges receipt.
2	Initial Assessment	HR determines the nature of the complaint.	Categorize the issue and assess if mediation is suitable for minor concerns.
3	Mediation (Optional)	Facilitated discussion between parties to resolve the issue informally.	Offered for minor issues with both parties' consent.
4	HR Investigation	Conducted if complaint is not minor or mediation is declined.	Gather information (interviews, statements, evidence), maintain confidentiality, document everything.
5	Investigation Findings	Analyse information and determine if the complaint is substantiated.	Prepare a clear and concise report outlining the findings.
6	Outcome Communication	Inform both complainant and respondent of the investigation results while maintaining confidentiality.	In writing face to face with the opportunity for both sides to respond.
7	Disciplinary Action (if applicable)		Implement disciplinary action based on the findings (verbal warning, suspension, termination) following progressive discipline principles.
8	Appeal (Optional)		Right to appeal the decision for both complainant and respondent.
9	Follow Up and Support	Provide resources and support to both parties involved.	Offer counselling or employee assistance programs (EAPs) if needed. 1300 307 912
10	Monitoring	Ensure the issue is resolved and there are no further incidents.	Monitor the situation after the investigation.
11	Process Review	Regularly assess the effectiveness of the complaint handling process.	Review and make improvements to the process as needed.