

Reporting a staff complaint

Use this form to report a staff complaint as outlined in Stage 2 or 3 of the Complaint Management Procedure for Staff.

COMPLAINANT

Name

Staff number

Position

Dept./Unit

Faculty/Office

Preferred contact details

Date complaint lodged

SUPERVISOR / COMPLAINT HANDLER

Name

Position

Phone

Email

Overview

Stage 1: Self help

Try to resolve the issue directly with the other person if this is appropriate. If this is not successful or not appropriate you may need to escalate your complaint to Stage 2.

Stage 2: Assisted complaint resolution

- a) Read the Staff Complaint Procedure
- b) Using this form record:
 - the details of the complaint on this form
 - the steps you have taken to resolve the complaint
 - the outcome you are seeking
- c) Discuss the complaint with the **Complaint Handler**. This is your supervisor or their supervisor if the complaint is about your supervisor.
- d) Provide a copy of this completed form to the Complaint Handler and keep a copy for yourself

Stage 3: Escalating a serious complaint

Where a complaint is serious it may be appropriate for the matter to be referred immediately to the **9 L F H 3 U H V L G Human Resources**. A serious complaint includes where:

- there is a serious risk to the health and safety of any person;
- the conduct complained of is unlawful; and/or
- there is evidence of serious prolonged or systemic issues

RECORDING THE COMPLAINT

What is your complaint about?

Provide the details of your complaint, including the specific issue, incident or conduct that is being complained about. It may be necessary to provide the details of your complaint to any specific person(s) who are the subject of your complaint.

What steps have you taken to resolve the matter with the other person?

Provide details of what steps you have taken to resolve the matter. Attach any supporting material.

What outcome are you seeking?

Include any specific options you have thought of that would help to resolve this complaint for you. Section 4(12) of the Staff Complaint Procedure provides guidance on "Options for resolving a complaint". Please note that the University cannot guarantee that your preferred outcome will be achieved.

Is this complaint serious in nature?

Where a complaint is serious it may be appropriate for the matter to be referred immediately to the **Vice-President, Human**

Resources. A serious complaint includes where:

- there is a serious risk to the health and safety of any person;
- the conduct complained of is unlawful; and/or
- there is evidence of serious prolonged or systemic issues.

Is your complaint of a serious nature and requires escalation to the Vice-President, Human Resources? If yes, give details below. Yes No