Complaint Resolution Procedures for Discrimination & Harassment Related Complaints (including Sexual Harassment)

**Stage 1: Initial Action**
- Take no further action
- Deal with the matter individually
- Talk to or write to harasser
- Matter resolved
  - YES: End of Matter
  - NO: Speak with Manager
- Matter resolved
  - YES: End of Matter
  - NO: Preventative Action implemented
  - End of Matter
- Talk to employee, Harassment & Diversity Contact Officer (HDCO) or HR
- Matter resolved
  - YES: End of Matter
  - NO: Speak with Manager
- Matter resolved
  - YES: End of Matter
  - NO: Situation monitored

**Stage 2: Further Advice and Assistance**
- Informal Complaint
- Discuss complaint with Manager
- Matter resolved
  - YES: End of Matter
  - NO: Preventative Action implemented
  - End of Matter
- Manager can either
  - a) Discusses complaint with respondent
  - b) Organise mediation
- Matter resolved
  - YES: End of Matter
  - NO: Situation monitored

**Stage 3: Investigation**
- Formal complaint
- Complaint lodged with Director (HR)
- If complaint properly founded investigation initiated
- Investigation outcomes forwarded to the Director (HR)
- Director reviews outcomes and commences appropriate action
- Action implemented
  - End of Matter
- Situation monitored
- Disciplinary Action may commence under the Enterprise Agreement
- End of Matter

Options available:
- Individual Experiences Discrimination and/or Harassment
- Preventative Action implemented
- Situation monitored
- End of Matter

Legend:
- STAGE 1
- STAGE 2
- STAGE 3
- INITIAL ACTION
- FURTHER ADVICE AND ASSISTANCE
- INVESTIGATION
- NO
- YES
- End of Matter
- Preventative Action implemented
- Situation monitored
- Disciplinary Action may commence under the Enterprise Agreement
- Go to Police (Assault)
- Complaint Investigated