Complaint Resolution Procedures for Workplace Bullying and 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
  - Talk to employee, Harassment and Diversity Contact Officer (HDCO) or HR
  - Matter Resolved
    - YES: End of Matter
    - NO: Preventative Action implemented

**STAGE 2 FURTHER ADVICE AND ASSISTANCE**

- Informal Complaint
  - Discuss Complaint with Manager
    - Matter Resolved
      - YES: Preventative Action implemented
        - YES: End of Matter
        - NO: Situation monitored
      - NO: Manager can either
        - a) Discusses complaint with respondent or
        - b) Organise mediation
    - Matter Resolved
      - YES: Preventative Action implemented
        - 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 (HR) reviews outcomes and commences appropriate action
      - Action implemented
        - YES: End of Matter
        - NO: Situation monitored
      - Disciplinary Action may commence under the Enterprise Agreement
        - Yes: End of Matter