**STAGE 1: Self-Help**

Staff member considers whether they can take steps to resolve the issue directly with the other person, if appropriate.

- Is self-help appropriate?
  - Y: Complaint resolved?
  - N: Is immediate escalation required?

**STAGE 2: Assisted Complaint Resolution**

- Is immediate escalation required?
  - Y: Staff member reports complaint to their immediate supervisor, or their supervisor's manager.
  - N: Staff member attempts to resolve the issue with the other person directly. NB. Assistance can be provided.

Complaint referred to another more appropriate MQ procedure.

- Should the complaint be handled under this procedure?
  - Y: Is escalation required?
  - N: Complaint referred to another more senior level of management who considers whether there is value in taking further steps in stage 2 to assist with the resolution of the complaint.

The person who receives the complaint becomes the Complaint Handler. Complaint Handler considers & implements appropriate options for assisting with the resolution of the complaint. Options include:
- supporting the Complainant to speak with the Respondent
- meeting with the Complainant and Respondent to try to resolve the issue
- mediation or other form of dispute resolution

Complaint is referred to another more appropriate MQ procedure.

- Is escalation required?
  - Y: Complaint referred to another more senior level of management who considers whether there is value in taking further steps in stage 2 to assist with the resolution of the complaint.
  - N: Complaint referred to the next more senior level of management who considers whether there is value in taking further steps in stage 2 to assist with the resolution of the complaint.

**STAGE 3: Referral to Director HR**

Complaint is escalated to the Director, HR.

Director, HR conducts preliminary assessment to decide how the complaint is to proceed which may involve mediation and/or investigation, other appropriate action or no further action.

- Complaint resolved?:
  - Y: Complaint is resolved.
  - N: Complaint not resolved.

Complaint Management Procedure for Staff

APPROVED: 11 October 2016

* Including:
- If the complaint is serious:
  - where there is a serious risk to health & safety;
  - where conduct is unlawful;
  - where there are serious prolonged or systemic issues
- If the complaint relates to a supervisor managing an employee in their employment