Complaint Management Procedure for Staff

**STAGE 1: Self Help**

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

- **Yes**: Is self-help appropriate?
  - **Yes**: Is immediate escalation required?
    - **Yes**: Staff member attempts to resolve the issue with the other person directly.
      - **NB**: Assistance can be provided.
    - **No**: Complaint resolved?
  - **No**: Complainant reports complaint to their immediate supervisor, or their supervisor’s manager.

- **No**: Complaint referred to another more appropriate MQ procedure.

**STAGE 2: Assisted Complaint Resolution**

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

- **Yes**: Complainant reports complaint to their immediate supervisor, or their supervisor’s manager.
  - **No**: Complaint referred to another more appropriate MQ procedure.
  - **Yes**: Is escalation required?
    - **Yes**: 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.
    - **Yes**: 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

**STAGE 3: Referral to Director HR**

Complaint is escalated to the Director, Human Resources.

Director, Human Resources 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.

- **Yes**: Complaint resolved
- **No**: Complaint not resolved

* 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

Complaint Management Procedure for Staff APPROVED: 11 October 2016 / Amended 28 June 2019 - position title: 'Director, Human Resources’ updated to ‘Vice-President, Human Resources’ with effect from 6 June 2019. 25 March 2020 - Amendment to position title: 'Vice-President, Human Resources’ updated to 'Director, Human Resources.'