Conflict Resolution / Complaint Form



**Please complete and forward to your supervisor / manager**

**as per the Conflict Resolution / Complaints Procedure**

**Complainants must ensure that complaints are made honestly and fairly.**

**Making untrue allegations about someone else could lead to defamation litigation.**

**Section A**

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| **1. DETAILS OF PERSON MAKING COMPLAINT (COMPLAINANT)** |
| **Given name:**       | **Position:**       | [ ]  Employee[ ]  Volunteer [ ]  Visitor  |
| **Family name:**       | **Designated Working Group:**  |
| **Email:**       | **Contact no: BH**       | **Date of report:**       |
| **Name of person whom you are reporting complaint to:**  |
| **Have you attempted to resolve this dispute via informal processes**? [ ]  Yes [ ]  No |

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| **2. DETAILS OF PERSON INVOLVED IN WORKPLACE CONCERN (RESPONDENT)** |
| **Given name:**       | **Position:**       | [ ]  Employee[ ]  Volunteer  |
| **Family name:**       | **Designated Working Group:**  |

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| **3. NATURE OF COMPLAINT** |
| **Background** **Describe the actions / events surrounding this complaint** |       |
| **Complaint****Describe the exact nature of the complaint being made** |       |
| **Resolution** **How do you believe this could be satisfactorily resolved?** |       |

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| **4. INVESTIGATION** |
| **Investigation completed by:**  |
| Name:  | Designated Working Group:  |
| Position Title:       | Phone:       |
| Signature:  | Date:  |
| **Investigation process:**1. **hold a meeting with the complainant (ideally within 5 working days of receiving this report)**
2. **provide a copy of the Complaint Form, or précis, to the person(s) who is(are) the subject of the workplace concern (if the concern is about a named person or persons)**
3. **request the respondant(s) provide a formal written response**
4. **formally interview or obtain statements from people who can help to ascertain the facts**
5. **identify options for resolution of the matter and discuss these with the persons involved**
6. **formally respond to the complaint in writing, providing a copy of the resolution to all persons, no later that 20 working days after the original complaint was received**
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Attach all necessary investigation documents to this page and file with workplace records