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 | | | |

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

|  |  |
| --- | --- |
| **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?** |  |

|  |  |
| --- | --- |
| **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** | |

Attach all necessary investigation documents to this page and file with workplace records