

4. Formal Complaint Resolution

A formal complaint resolution process is an appropriate approach to resolve complaints, where:

- The informal processes have not been successful;
- The parties are unable or unwilling to attempt resolving a complaint through an informal process;
- The matter is serious or sensitive; or
- The complainant is not comfortable in resolving the complaint themselves or with assistance.

To initiate the process, the complainant is required to put their complaint in writing to their supervisor or the supervisor's supervisor (if the complaint is with the supervisor). A [template](#) is available to assist in detailing the particulars of the complaint.

On receipt of the written formal complaint, the supervisor will notify the complainant that they have received the complaint and decide how to proceed with resolving the complaint. This may involve the assessment and/or investigation of the complaint.

The supervisor assumes management of the complaint, but will take into consideration the outcome wanted by the complainant. Some complaints can be resolved by the supervisor, without the need for investigation. If investigated, on receipt of the report from the investigator. The supervisor will decide on the resolution and communicate with the parties.

5. Do I have a say in what the outcome of a complaint is?

Behaviour and Conduct Handbook	Complaints Resolution Procedure \ Info Sheet (FAQ)	Effective Date:	6 April 2020	Version 1.0
Authorised by	Chief Operating Officer	Review Date:	6 April 2022	Page 2 of 4
Warning	This process is uncontrolled when printed. The current version of this document is available on the HR Website.			

