



Complaint Response Checklist

Issues to consider when conducting an investigation into workplace harassment and bullying

Investigation	Yes	No	N/A
Have the parties involved written down their versions of events immediately after the incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have all witnesses written down their version of events immediately after the incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have previous similar instances been thoroughly investigated and recorded?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If necessary, have the appropriate authorities been contacted (e.g. Police)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has this incident been lodged into the business' WHS injury incident book?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has the underlying issue/s been investigated to assess what caused the incident?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were relevant parties informed that pending the investigation, attendance at a formal meeting may be required?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselling and/or Disciplinary Meeting			
Were the relevant parties informed of attending this counselling/disciplinary meeting via a written letter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the letter indicate the reason for the meeting, date, time, and the opportunity to bring in a witness? If required did the company reschedule the meeting to accommodate this?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was there an independent party present during the meeting, taking "minutes of the meeting"?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the employee provided with the opportunity to respond to any allegations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the resolution explained and understood by the employee at the conclusion of the meeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the employee sign the minutes of the meeting at the conclusion or shortly after the conclusion of the meeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If disciplinary action is required, was it documented in writing after the meeting and given to the employee to sign later that same day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow Up			
Has all documentation taken from the investigation and formal meeting been filed in a secure location?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has an action plan been developed to identify resolutions agreed to at the formal meeting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Post Complaint Review			
Is there a culture of respect amongst staff?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a written bullying and harassment policy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do staff inductions include employer and employee expectations in relation to bullying and harassment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Should Key Performance Indicators be reviewed, or implemented to manage bullying and harassment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can the system of work be changed to manage this issue more effectively?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have ticked 'No' or 'NA' to any of these issues above, it is recommended you contact your Association for further guidance. NOTE, this list is NOT exhaustive and is only designed to assist managers in investigating bullying and harassment claims/ incidents. As every situation is unique, please contact your Association for further guidance.

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