**PRINT ON COMPANY LETTERHEAD**

**Complaint Response Checklist**

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| --- | --- | --- | --- |
| **INVESTIGATION** | **YES** | **N/A** | **NO** |
| Have the parties involved written down their version of events immediately after the incident occurred? |  |  |  |
| Have all witnesses written down their version of events immediately after the incident occurred? |  |  |  |
| Have previous similar instances been thoroughly investigated and recorded? |  |  |  |
| If necessary, have appropriate authorities been called (e.g. police)? |  |  |  |
| Has this incident been lodged in the company WHS injury incident register? |  |  |  |
| Has the underlying issue/s been investigated to assess what caused the incident (e.g. personality clash)? |  |  |  |
| Were relevant parties informed that pending the investigation, attendance at a formal meeting may be required? |  |  |  |
| **COUNSELLING AND/OR DISCIPLINARY MEETING** | **YES** | **N/A** | **NO** |
| Were the relevant parties informed of attending this counselling/disciplinary meeting via a written letter? |  |  |  |
| Did the letter indicate the reason for the meeting, date, time the opportunity to bring in a witness and if needed the company would reschedule the meeting to accommodate this? |  |  |  |
| Was there an independent party present during the meeting taking minutes of the meeting? |  |  |  |
| Was the employee provided with the opportunity to respond to any allegations? |  |  |  |
| Was the resolution explained and understood by the employee at the conclusion of the meeting? |  |  |  |
| Did the employee sign the minutes of the meeting at the conclusion or shortly after the conclusion of the meeting? |  |  |  |
| If disciplinary action is required, was it documented in writing after the meeting and given to the employee to sign later that same day? |  |  |  |
| **FOLLOW UP** | **YES** | **N/A** | **NO** |
| Has all the documentation taken from the investigation and formal meeting been filed in a secure location? |  |  |  |
| Has an action plan been developed to identify resolutions agreed to at the formal meeting? |  |  |  |
| **POST-COMPLAINT REVIEW** | **YES** | **N/A** | **NO** |
| Is there a culture of respect amongst staff? |  |  |  |
| Is there a written bullying & harassment policy? |  |  |  |
| Is there a formal grievance handling procedure? |  |  |  |
| Do staff inductions include employer and employee expectations in relation to harassment and bullying? |  |  |  |
| Should Key Performance Indicators be reviewed or put in place to manage harassment and bullying? |  |  |  |
| Is supervision adequate to deter future incidents of harassment and bullying? |  |  |  |
| Can the system of work be changed to manage this issue more effectively? |  |  |  |

**Comments:**