



Ngroo Education Aboriginal Corporation

ICN: 9919

Complaints Handling Procedure

Introduction

The purpose of this procedure is to ensure that complaints and/or reports by employees concerning serious workplace matters are dealt with in a timely and appropriate manner with due regard to fair process for all involved.

This procedure applies to complaints and/or reports concerning:

- Workplace bullying.
- Discrimination and harassment; and
- Sexual harassment.

Ngroo Education Incorporated will endeavour to ensure that employees who report or make complaints concerning the above matters or those who are involved in the resolution of the issues are not subject to reprisals or victimisation.

Making a complaint

A complaint should be made in writing to an employee's manager as soon as possible. If the complaint is about the relevant manager, or where there is an actual or perceived conflict of interest, the complaint should be made to the next most senior manager or directly to the appointed Chairperson of Ngroo Education Board.

The complaint should contain sufficient information including, but not limited to, details of the behaviours/incidents which is alleged to constitute the inappropriate conduct and:

- The name(s) of the person(s) complained about and the names of any witnesses.
- Dates(s) and location(s); and
- A description of what occurred.

Reviewing the complaint

Upon receiving a written complaint, the relevant manager should conduct an initial review of the written complaint and meet with the employee to clarify the complaint and/or, if necessary, seek further information.

The relevant manager, in consultation with the appointed Executive Director, should then assess the potential seriousness of the complaint and determine:

1. Whether any initial action needs to be taken (such as separating employees); and
2. How the matter should be resolved (e.g., private discussions, mediation, internal/external investigation).

If the Chairperson and the Executive Director decide that it is necessary for a workplace investigation to be conducted the Executive Director will appoint an Investigating Officer. The Investigating Officer may be the relevant manager, another employee, or an external party.

Workplace Investigations

The Investigating Officer must ensure, so far as is reasonably practicable, that the investigation is conducted confidentially. The person whom the complaint is made against will be provided with the substance of the complaint as soon as possible and be invited to provide a response to the allegation(s).

Witnesses to alleged instances may be asked to participate in the workplace investigation and give their version of events. All employees must cooperate with the reasonable requests of the Investigating Officer.

The Investigating Officer should report back to the Executive Director or if the Executive Director is appointed to Investigating officer, the Executive Director will report directly back to the Chairperson of the board on their findings within a reasonable period after commencing the investigation.



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Confidentiality

All employees, including those who make a report or complaint, or about whom a complaint is made, or who participate in the investigation of a report or complaint, are required to maintain confidentiality about the complaint and matters discussed with the employees direct Supervisor, Executive Director, or the Investigating Officer, with whom confidential matters may be discussed.

Resolving the complaint

In some cases, a complaint may be resolved through private discussions and/or mediation without the need for a formal investigation. Where a complaint is resolved in this way, an appropriate record of the outcome will be made.

Where a workplace investigation is conducted, the Executive Director and/or Chairperson will consider the findings reported by the Investigating Officer and determine the appropriate course of action. This may include:

- Where an employee who is the subject of a complaint has acted in breach of relevant workplace policy and/or legislation, appropriate disciplinary action up to and including termination of employment depending on the severity of the breach(s).
- Other remedial action as is necessary to address any workplace issues.
- Where it has been determined that a complaint has been made falsely or maliciously against another employee disciplinary action may be appropriate against the complainant, up to and including termination of employment.

Employee Declaration

I have read and understood this Complaints Handling Procedure and agree to its terms.

Name: _____

Date: _____

Signature: _____