



PRINCIPLES OF COMPLAINT RESOLUTION

The following principles are fundamental to the operation of effective procedures for resolving complaints of bullying, harassment or unlawful discrimination.

- All complaints of this nature made against employees will be regarded as serious and will be accorded complete confidentiality.
- The focus will be on conciliation as the preferred mode of complaint resolution.
- The complainant will be informed of the ADAVB's Equal Opportunity policy and procedures and will be provided with personal support, where appropriate.
- The complainant maintains the right to determine the initial avenue for advice and complaint.
- When the Equal Opportunity Officer becomes aware of a formal complaint it must be acted upon immediately.
- The Equal Opportunity Officer must ensure that any behaviour of bullying, harassment or unlawful discrimination ceases immediately.
- All parties to a complaint have the opportunity to put their cases separately and be assured of an unbiased assessment of the situation.
- Appropriate counselling will be offered to parties to a complaint.
- Where possible, complaints and conciliation procedures will be handled at the workplace in order to avoid unnecessary escalation of complaints.
- Where this is not possible professional dispute resolution and conciliation services will be engaged.