



PROCEDURES FOR ADVICE AND COMPLAINT HANDLING

1. COURSES OF ACTION

- 1.1 Persons who believe that they are victims of bullying, harassment or unlawful discrimination in the workplace have several courses of action open to them. Usually, it is preferable for all concerned to solve problems quickly, and internally, in a low-key and conciliatory way.
- 1.2 If you believe you are experiencing bullying, harassment or unlawful discrimination, before making an official complaint, you may:
- tell the alleged offender that you object to the behaviour and do not want it repeated;
 - write to the alleged offender outlining the cause for complaint and requesting that the behaviour stop;
 - seek advice and support from a Workplace Contact Person or the Equal Opportunity Officer. If the Equal Opportunity Officer is the alleged offender, the matter should be directly discussed with the Branch President. In such circumstances the Branch President would perform the functions of the Equal Opportunity Officer.
- 1.3 If you believe the issue has not been resolved satisfactorily then proceed further with the Workplace Contact Person or Equal Opportunity Officer as applicable.

2. WORKPLACE CONTACT PERSON

- 2.1 The Workplace Contact Person will:
- be the first point of contact for a person considering making a complaint or seeking advice;
 - listen to the complaint;
 - provide the complainant with ongoing support;
 - be able to inform the complainant of the range of options available;
 - ensure confidentiality is maintained at all times;
 - maintain a confidential record of the complaint and any resulting actions
 - refer the complainant to the Equal Opportunity Officer if appropriate and if the complainant agrees.
 - NOTE: It is NOT the role of the Workplace Contact Person to investigate or attempt to resolve a complaint. The Workplace Contact Person will refer the complainant to the Equal Opportunity Officer if they wish to lodge a formal complaint.

3. EQUAL OPPORTUNITY OFFICER (CHIEF EXECUTIVE OFFICER)

3.1 The Equal Opportunity Officer will:

- ensure that complaints, when brought to his/her attention, are dealt with promptly and confidentially;
- provide information and advice to employees wishing to lodge a complaint;
- investigate formal complaints of bullying, harassment or unlawful discrimination;
- maintain a confidential record of the complaint and any resulting actions
- seek to conciliate formal complaints where appropriate in accordance with Appendix 2 to this policy;
- where conciliation does not resolve the complaint, or the problem is of a more serious nature, arrange for the complaint to be referred to the appropriate authorities.

4. OTHER AVENUES

4.1 The Branch encourages complainants to attempt to resolve complaints through the process outlined in this policy. However, complaints may also be taken up with:

The Victorian Equal Opportunity & Human Rights Commission

Level 3, 380 Lonsdale Street, Melbourne VIC 3000

Tel: (03) 9281 7111 or 1800 134 142 (toll free)

Fax: (03) 9281 7171

Email: information@veohrc.vic.gov.au

TTY: (03) 9281 7110

Advice Line: Weekdays: 9am-5pm, Wednesdays 9am-1pm

Tel: (03) 9281 7100

TTY: (03) 9281 7110

Email: complaints@veohrc.vic.gov.au

www.humanrightscommission.vic.gov.au

The Australian Human Rights Commission

Level 8, Piccadilly Tower

133 Castlereagh Street

SYDNEY NSW 2000

GPO Box 5218

SYDNEY NSW 2001

Telephone: (02) 9284 9600

Complaints Infoline: 1300 656 419

General enquiries and publications: 1300 369 711

TTY: 1800 620 241

Fax: (02) 9284 9611

SMS for info pack or complaint form: 0488 744 487 (0488 RIGHTS)

www.hreoc.gov.au

Fair Work Australia

Level 4, 11 Exhibition Street, Melbourne, 3000
GPO Box 1994, Melbourne, 3001

Telephone: (03) 8661 7777

Facsimile: (03) 9655 0401

Out of hours emergency: 0419 960 157

Email: melbourne@fwa.gov.au

www.fwa.gov.au

Worksafe Victoria

Ground Floor

222 Exhibition Street

Melbourne 3000

Phone: (03) 9641 1555

Fax: (03) 9641 1222

Advisory Service: 1800 136 089

Email: info@worksafe.vic.gov.au