



Complaints



When there is a complaint



This information is about when there is a **complaint** in the workplace.



A **complaint** is when you say someone did not follow the rules about

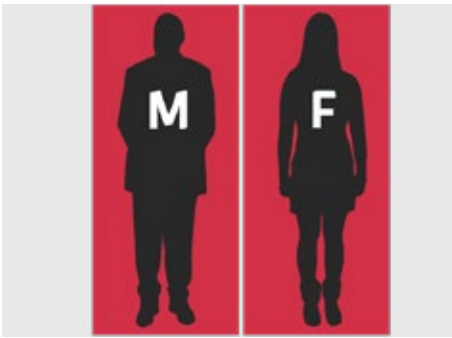
- **Sexual harassment**
- **Sex based discrimination.**



Sexual harassment is when someone does or says something sexual to you that you do not want.



Sex based discrimination is when you are treated different because of your **gender**.



Gender means how you feel inside and how you show yourself to the world.



You can ask for support to read this information.



This might be a

- Family member
- Friend
- Support person.

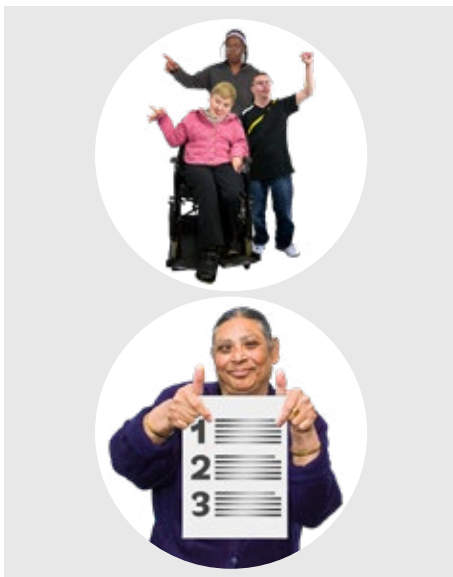
What we will do



When there has been a complaint about staff we need to follow our workplace **sexual harassment policy**.

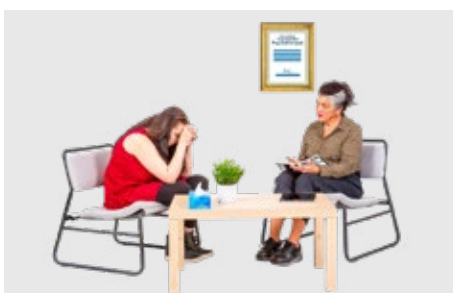


The **sexual harassment policy** is a list of rules for what to do if sexual harassment happens.



We will give everyone in the complaint information about

- Their rights
- What we will do next.



We will give you information about the **Employee Assistance Program**.

Employee Assistance Program give free mental health support to all workers.



We will check there is enough information about the complaint to look into it.



We will give everyone the chance to say what they think about what the others said.



We will listen to what everyone says before we make a decision.



Sometimes we find out what someone said is not true.



When this happens it is very serious and we will look into it.

Things that might happen



There are different things that might happen after someone makes a complaint.



There might be an **informal resolution**.

An **informal resolution** is when someone from your workplace looks into and deals with the complaint.



If this happens the person will be contacted by their boss or **Human Resources**.



Human Resources is the team that deals with worker issues.



If there is not an informal resolution there will be a **formal complaint**.



A **formal complaint** is when someone is chosen to **investigate** the complaint.



Investigate means they look into everything in the complaint very closely.

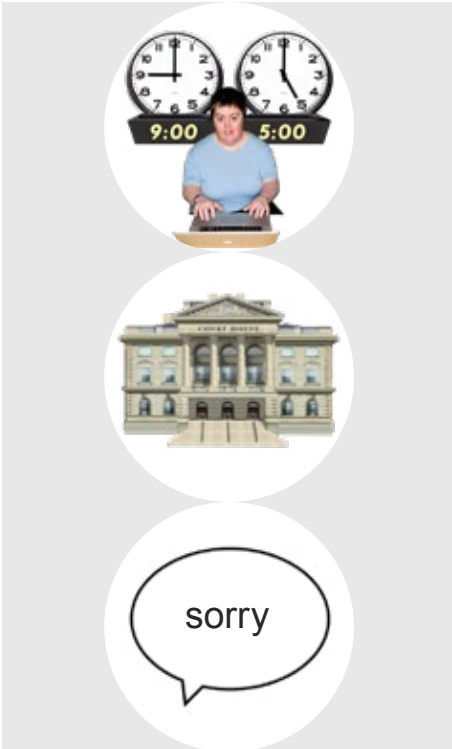


This could be someone who works at

- The place you work
- A different workplace.

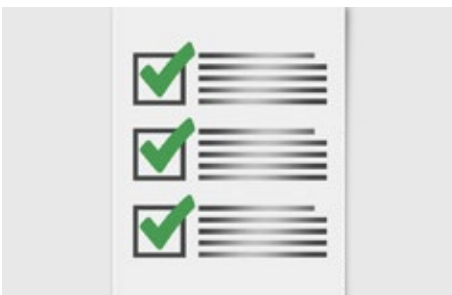


There are things that need to happen if the complaint is found to be true.

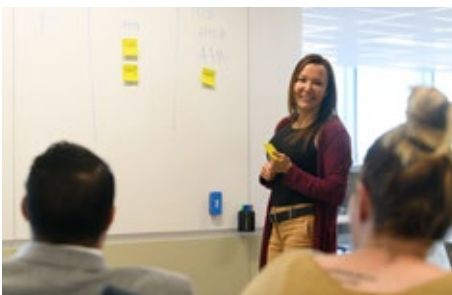


The person who the complaint is about might have to do things like

- Change their work hours
- Change the place where they work
- Say sorry.



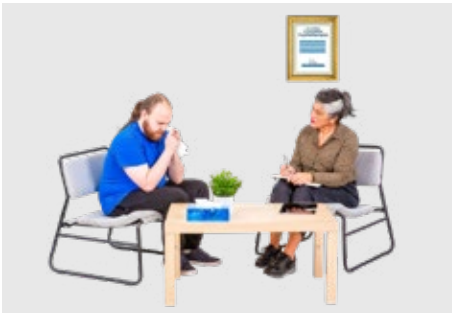
They might have to say yes to a list of rules to make things better with the other person.



They might need to do **sexual harassment prevention training.**



Sexual harassment prevention training is when they learn how to not do sexual harassment.



They might need to have **performance counselling**.



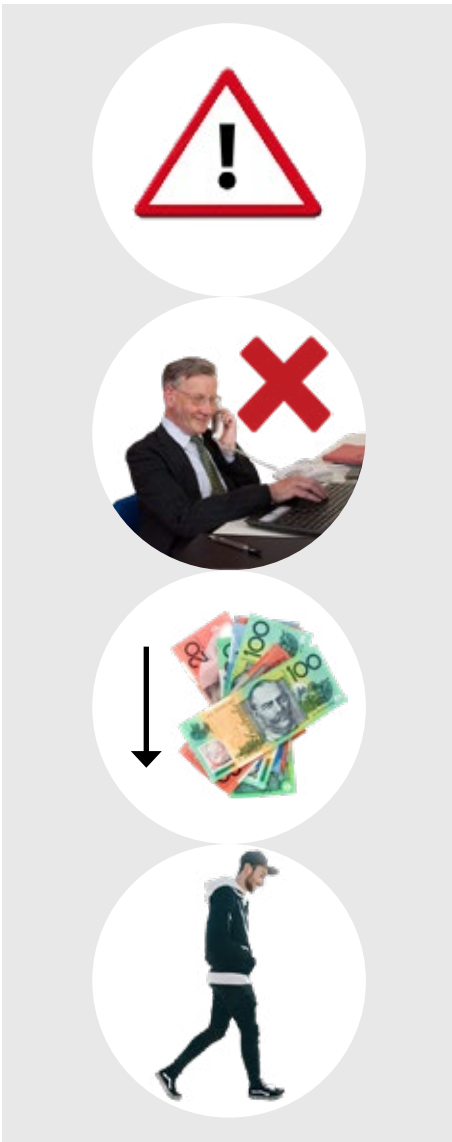
Performance counselling is when they get support to work in a better and safer way.



They might need **disciplinary action**.



A **disciplinary action** is something the workplace does to the person because they did something wrong.



It might be things like

- A warning to say what will happen if they keep doing what they do
- They are not allowed to come to work for some time
- They are given a job with less money
- They are told to leave the job.

Things that might happen



It can be very hard for the person who made a complaint.



After they make a complaint they might get

- **Bullied**
- **Intimidated.**



Bullied is when someone treats you bad at work.



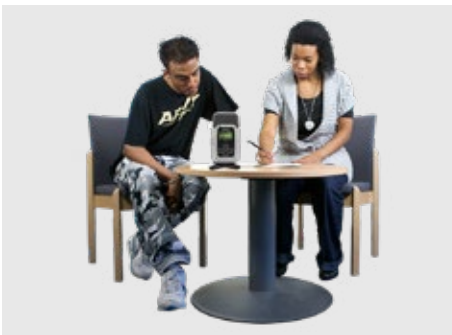
Intimidated is when someone makes you feel scared at work.



It is very serious if someone does these things.



If someone does these things we will look into it.

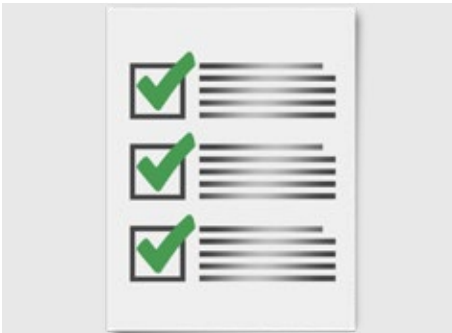


We might use disciplinary action on the person who did these things.

What you can do if the complaint is about you



If the complaint is about you it can be hard and stressful.



There are things you can do.



You can listen to what has been said about what you did.



You can think about how it made the other person feel.



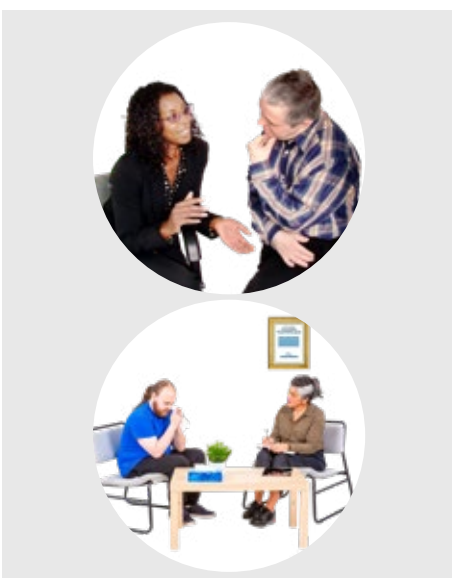
You should stop it straight away.



If you keep doing it then it will become a more serious issue.



You can get support for what to do next.



You can talk to

- Someone you trust
- A support service.



If you feel like the complaint is wrong you can ask for support from Human Resources.

Council for Intellectual Disability made this document Easy Read. **CID** for short. You need to ask CID if you want to use any pictures in this document. You can contact CID at **business@cid.org.au**.