**HR Policy Statement**

**Respectful Workplaces and Complaints**

# Policy principles

 **1** We support a positive and inclusive workspace where people feel safe to speak up.

 **2** We encourage staff to first raise concerns in an informal way.

 **3** We will quickly address serious matters using a fair and transparent process.

 **4** We will provide for the fair treatment of people involved in a complaint.

We do not tolerate bullying, harassment, sexual harassment or violence. We encourage any staff who face or witness this to act in a prompt way and contact the agency’s Workplace Respect team.



#  We will respond to complaints by:

* listening to them and giving the support needed
* treating them as serious and private
* providing advice in a prompt and sensitive way
* being fair to all those involved
* keeping you updated where we can
* seeking advice for complex matters
* keeping records of details.



#  When making a complaint, remember to:

* be serious and honest in your complaint
* keep it private
* be respectful
* follow the agency’s processes.

