

# Respectful Workplaces and Complaints

## HR Policy Statement

### 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.



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