

Checklist for managing bullying/harassment grievances

Please note that the following is an outline of the grievance process only. This is not a new procedure. Any questions regarding this document should be forwarded to WIU@health.qld.gov.au

Step One – the informal process

- Grievance/complaint raised – the aggrieved employee’s supervisor (if not implicated in the grievance/complaint) would talk to the employee and their union if applicable, and ascertain how the issues may be resolved. The supervisor may seek advice from HR or more senior local management regarding the best way to address the issue. HR may seek advice about options from the Workplace Investigation Unit (WIU).
- If the supervisor is unable to resolve the matter, a more senior manager (e.g. Unit Director, District Manager or HR Manager) will discuss the matter with the employee and their union if applicable. Solutions such as mediation, facilitation or other informal processes may be offered to the employee. The objective is to attempt to resolve the matter as quickly as possible and maintaining and/or improving the working relationship. (Step one constitutes the informal process as per [Directive 11/07](#)).

Step Two – the formal process

- If all possible local, informal solutions are exhausted or the parties are not willing to resolve the matter informally, a formal grievance or written complaint should be lodged if it has not already.
- If a formal grievance is lodged or written complaint made, the District Manager (or equivalent) must present the written allegations to the person(s) identified (accused) as required under the provisions of [IRM 3.3.2](#) relating to a detrimental record. The person(s) will be given 14 days to respond to allegations. If responses do not resolve the matter or an investigation is required, the matter is referred to the WIU by the District Manager or equivalent. Email: WIU@health.qld.gov.au
- The WIU will make an assessment of the grievance. The WIU may discuss the matter with the managers, the employee, the employee’s union and relevant people in the district including supervisors, HR and District Managers with a view to attempting to reach a solution. The relevant Area Health Service may also assist in resolving the matter.

Step three – the investigation

- The WIU may attempt to continue an informal path, refer the matter back to the District if appropriate or, launch a formal investigation.
- If a formal investigation is required the WIU will manage the process. The WIU will appoint an appropriate investigator and outline the Terms of Reference of the investigation.

Step four – the investigation report

- The investigator will provide the WIU with an investigation report.
- The WIU will provide the decision maker with a copy of the report and offer assistance if required.
- The decision maker will make the decision within 14 days and provide the WIU with a copy of the decision.
- The decision maker will provide the relevant information from the report to the appropriate parties to the matter within 14 days of making the decision (in accordance with Freedom of Information principles).

The outcome

- It would normally be expected that the District or Area Health Service will manage the outcome.