

Employee Complaints

Procedure



Queensland
Government

This procedure is to be read in conjunction with the Employee Complaints Policy. The formal complaints procedure has four stages which must be addressed in sequential order.

Independent Action

- Employee takes objection about an administrative decision and/or conduct of another employee
- Where possible, the employee makes an attempt to resolve the matter with the person(s) they have a complaint about
- If unable to resolve the matter independently, the employee may seek local action

Local Action

- Employee to inform their manager of complaint in writing* ** ***
- Manager to conduct preliminary enquiries to determine appropriate options to resolve the complaint
- Manager makes decision regarding complaint
- Manager records complaint for possible reporting purposes (CaPE Categories 2 & 3).
- Local action is taken in an attempt to resolve the complaint within 21 days through means of facilitated discussion, mediation or investigation
- Decision regarding local action is provided to employee complainant in writing
- If dissatisfied with the decision, the employee can request an internal review within 14 days of receiving the decision

Internal Review

- Employee complainant makes a written request to the Chief Executive for an internal review of the decision made through local action within 14 days of the employee receiving the decision
- The Chief Executive conducts an internal review of the decision made through local action
- The Chief Executive attempts to advise the employee complainant of the outcome of their review within 14 days of receipt of request for internal review. If the review requires more time to be completed, the delegate keeps the employee complainant informed until an outcome of the review is reached.
- If the employee is dissatisfied with the internal review decision they can request an external review

External Review

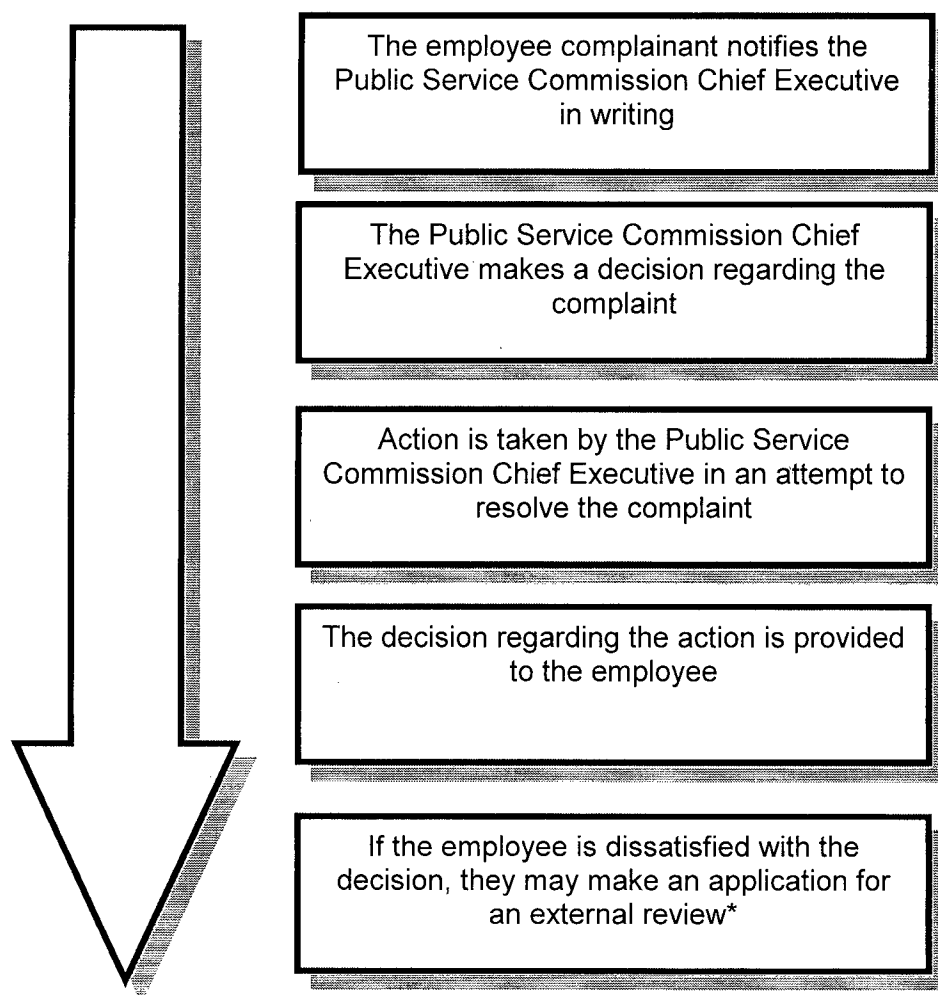
- If the employee is dissatisfied with the internal review, they can request an appeal. For details on appealable decisions refer to Section 194 of the *Public Service Act 2008*

* Complaints in relation to alleged sexual harassment must be reported to the Executive Director, Ethical Standards Unit ethicalstandards@justice.qld.gov.au immediately. Sexual harassment in the workplace is unlawful and may amount to corrupt conduct. The Crime and Corruption Commission (CCC) may be notified.

** CaPE categories 2 & 3 matters must be recorded and kept for HR reporting purposes.

*** Employee may choose to outline action which they believe would resolve the complaint.

The following diagram outlines the process for managing complaints where the complaint is against the Director-General.



*Avenues for external review of decisions made by the Public Service Commission Chief Executive include, but are not limited to, the Office of the Queensland Ombudsman, the Queensland Industrial Relations Commission and Anti-Discrimination Commission Queensland.