



[Name of House]

Grievance Officer Checklist Dealing with Discrimination, Harassment or Bullying

REQUIREMENTS

You must ensure that all the matters listed here have been dealt with when you are acting in the role of the Grievance Officer (or the alternative Grievance Officer) dealing with a complaint of discrimination, harassment or bullying.

As the Grievance Officer, you must treat all such notifications seriously at the outset and not dismiss or trivialise the concerns of the notifier.

As the Grievance Officer you must operate as a neutral and impartial person when dealing with a Discrimination, Harassment or Bullying Notification. If you have any doubt that you can do this, or if any party to the dispute expresses such a concern, you must hand the role onto an alternative grievance officer acceptable to all parties. Everyone involved must be able to have confidence that you will operate with neutrality and impartiality.

If you are the Grievance Officer, but are a party to the alleged discrimination, harassment or bullying, as indicated by the notifier on the Notification Form, you must immediately redirect the notifier to the alternative Grievance Officer to deal with the matter. You must also do this if there is any other conflict of interest in you undertaking the role of Grievance Officer. If neither the designated Grievance Officer nor the designated Alternative Grievance Officer can meet these requirements, another competent independent person, not party to the matter, must be brought in to act in the role of Grievance Officer.

As the Grievance Officer, you must act promptly to deal with a notification of alleged discrimination, harassment or bullying. If you are unable to do so, you must obtain the agreement of the notifier to any delay, or otherwise hand the role onto an alternative grievance officer who is able to respond promptly.

As the Grievance Officer dealing with a complaint of discrimination, harassment or bullying, your role is to apply procedural fairness (natural justice) to all parties in your investigation, make all parties aware of the requirements of House policies and relevant laws, and be thorough in and document your investigation.

Except for you as the Grievance Officer and the parties involved, information obtained during your investigation must be kept in confidence.



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CHECKLIST

IN ALL CASES

Action	Comments	Done
Confirm you are the appropriate person to act as Grievance Officer and explain your role in the process. If necessary, refer the person to the alternative Grievance Officer		
Confirm you can commence dealing with the complaint promptly. Advise the notifier of the likely timeline and obtain their consent to it. If you cannot act promptly, refer the notifier to the alternative Grievance Officer		
Talk with the person notifying a complaint of discrimination, harassment or bullying (the notifier) to assist them to determine the appropriate way to proceed. Provide them with a copy of the Anti-Discrimination, Harassment and Bullying Policy		
Check if there are any safety, distress or urgency issues which require immediate action		
Cross check with the requirements and options for resolution offered by the various House policy and procedures, particularly the Conflict and Grievance Resolution Policy Handbook and any House Codes of Conduct.		
Check if the notifier knows about, has attempted or is willing to try an informal resolution.		



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IN CASES OF FORMAL NOTIFICATION

Action	Comments	Done
If the notifier wishes to proceed with a formal process, ask them to complete the Anti-Discrimination, Harassment and Bullying Notification Form (if they have not already done so)		
Explain that anyone listed on the Notification Form as a party to the complaint will be provided with a copy of the form and a copy of the Anti-Discrimination, Harassment and Bullying Policy		
Review the Notification Form with the notifier. Make any revisions, deletions or additions that the notifier requests or agrees to.		
Explain the resolution options and procedures available to the notifier		
Promptly provide all parties to the complaint with a copy of the completed Notification Form and the Anti-Discrimination, Harassment and Bullying Policy		
Remind all parties that victimisation of the notifier or the alleged perpetrator is not acceptable.		
Meet with all parties individually, or together or both of these, as frequently as necessary to gather information and get statements from the parties to the complaint and any witnesses.		
Find out as much as possible about the situation or incidents, including the behaviour involved and timelines, and collect any supporting evidence.		
Review all information and evidence, determine if discrimination, harassment or bullying has occurred, and develop recommendations on what actions should be taken.		



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Prepare a draft written report documenting the allegations, your investigation process, the evidence you gathered, your findings and recommended actions.		
Circulate the draft report to the parties involved and request that written responses on matters of fact, omissions, and recommendations be provided within 10 working days.		
Check and confirm any changes to the draft report, then finalise the report and submit it to the appropriate decision maker (the Coordinator or the Management Committee).		
Obtain the written agreement of the appropriate decision maker for the actions to be implemented		
Advise parties of the actions/sanctions that apply.		
Arrange or apply the required actions, including sanctions. Describe clearly the expectations about future behaviour and outline the consequences of further unwanted or unacceptable behaviour.		
Monitor the outcome to ensure all agreed actions and sanctions have been implemented, that the discrimination, harassment or bullying behaviour has ceased, and that neither party is victimised.		
Clearly record in writing the actions and sanctions that have been agreed and implemented and have all parties sign and date the record.		
Place the complete file including the Discrimination, Harassment or Bullying Notification Form with any supporting documentation, documentation of relevant factual information, analysis of the information, the conclusion, and the final recommendations and implementation actions in confidential storage.		
If no resolution under the House Anti-Discrimination, Harassment and Bullying Policy is achievable, advise the notifier of their options for settlement using industrial or legal resolution models available external to the House.		



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List here any other actions you have taken (or not taken) and explain the details and reasons?

Name of Grievance Officer:

Signed:

Dated: