



What do I do if an employee raises a complaint?



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|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Have you conducted a detailed interview with the employee to explore what the complaint is regarding? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are you able to address this issue quickly and to the satisfaction of the complainant? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need to investigate further? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you completed an investigation? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you asked the employee to come to a meeting to share your findings and proposed solution? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you documented the situation and outcome? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you confirmed that the individual is happy with the proposed solution? |
| <input type="checkbox"/> | <input type="checkbox"/> | Have you diarised to check in with them in a couple of weeks to see how things are going? |
| <input type="checkbox"/> | <input type="checkbox"/> | Are there any ramifications more broadly in the business as a result of the complaint? |
| <input type="checkbox"/> | <input type="checkbox"/> | Do you need to communicate with anyone else in the business on this issue? |

If you have answered 'No' to any of these you are either in breach of your legal compliance or alternatively not following 'best practice' employee relations. You should seek further qualified advice.