



We have developed an acronym - **RESPOND** - to help you remember the key elements if you are approached by a staff member who wants to make a complaint; raise concerns and/or wants information about inappropriate workplace behaviour.

**R** **Read up on the policy/guidelines yourself**

Remind yourself of the organisation's approach to concerns/complaints.

**E** **Explain confidentiality**

Both the complainant and the respondent need to know that your discussion(s) with them will remain confidential unless you need to take the matter further. Also emphasise if you do need to discuss the matter with others - only those who need to know will be informed, i.e. Human Resources.

**S** **Support and protect the complainant**

Inform them about your organisation's support services that are available, that you take the matter very seriously and they will not be victimised or suffer any consequences for making a good faith complaint. Take all reasonable steps to protect them from further harassment and retaliation.

**P** **Provide the respondent with support and assurance of a fair process**

Give them information about the process and your organisation's support services. Make sure they are able to give their account of events.

**O** **Offer information on all the options for resolution**

Ideally support resolution of the situation at the lowest level appropriate to the seriousness of the allegation. This may mean the complainant, you, or someone else talking to the person and asking them to modify their behaviour.

**N** **Note the details in your system**

Record the complaint/concern/information request about inappropriate behaviour and the outcome in your organisation's incident report form (or equivalent) protecting identity where needed.

**D** **Direct all parties to information**

Make information available to anyone who is concerned about inappropriate workplace behaviour or wants to make a complaint. Make sure that you provide the person with information on all the avenues available.



We have developed an acronym - **SPEAK UP** - to help you if you want to make a complaint, raise a concern or just want information about inappropriate workplace behaviour.

- S** **Safety is paramount**  
You have a legal right to work in a safe and inclusive workplace.
- P** **Pay attention to what is happening around you**  
If you witness or experience inappropriate workplace behaviour speak-up.
- E** **Educate yourself**  
Educate yourself about your agency's policies concerning inappropriate behaviour.
- A** **Ask someone**  
Ask a manager, Human Resources, or a designated contact person if you want to make a complaint, are concerned or want information about inappropriate workplace behaviour.
- K** **Keep in confidential**  
Everyone involved in a possible inappropriate workplace behaviour incident has an obligation to maintain confidentiality except as required or permitted by law. This includes the fact that a concern has been raised and the identities of those involved.
- U** **Understand your options for resolving an issue**  
Seek advice on the informal and formal procedures available within your agency for resolving a concern or complaint, including external complaint channels such as the Police.
- P** **Prevent inappropriate behaviour from happening**  
Prevent inappropriate behaviour from happening by calling out or raising a concern. By doing this you will help your workplace be a constructive, engaging and supportive environment.



We have developed an acronym - **ACT** - to help you if you witness something that may be inappropriate workplace behaviour.

**A**

### **Actively respond**

If you witness inappropriate workplace behaviour, take action. For example, depending on the nature of the incident, you might immediately try intervening or calling out inappropriate behaviour, or you might try talking to the recipient afterwards about what happened and what they want to do. You might also provide support for others acting in this way. If you are concerned, seek advice from a manager, Human Resources or a designated contact person on what you can do.

**C**

### **Cooperate**

Co-operate with managers, Human Resources or anybody else who is investigating a complaint of inappropriate behaviour.

**T**

### **Take responsibility**

Don't let your workplace and your colleagues suffer, take responsibility for calling out inappropriate behaviour. Everyone has a role in ensuring workplaces are constructive, engaging and supportive environments.