Complaint Handling Policy Guidelines

Complaint Handling flowchart

When a formal complaint is lodged:

Check applicability of these procedures and possible special cases. Special cases must be referred.

Assess for seriousness

If less serious and considered appropriate, informal resolution is appropriate.

If complaint is serious or could not be resolved by informal resolution and is….

not about a person

Delegate uses the REMEDY & SYSTEMS IMPROVEMENT procedure

Delegate follows the procedure

OUTCOME

about a person

Is a less serious matter

Delegate uses the NEGOTIATION procedure

Delegate follows the procedure

OUTCOME

Is about a serious matter (i.e. if proven, could lead to disciplinary action against the employee)

Delegate initiates the INVESTIGATION procedure

Delegate follows the procedure

OUTCOME