



# Managing employee complaints

## Audience

Department-wide

Implementation Date: 08/06/2018

Version: 1.0

## Purpose

This policy outlines the key principles under which all employee complaints will be managed by the Department of Education (the department).

## Policy statement

The department is committed to providing a positive and respectful workplace culture, where all employees have the right to lodge a complaint and have confidence that the department will address and appropriately manage all complaints thoroughly, impartially and in a timely manner.

## Principles

The department is committed to creating positive and healthy workplace cultures, where employees, supervisors and managers:

- make decisions and take actions that are fair and transparent, and take responsibility for the consequences of their decisions and actions
- question actions that are inconsistent with the [public service values](#) and [Code of Conduct](#)
- treat each other with respect independent of their status or disagreement
- listen well to understand and show empathy for others.

## Requirements

### The department

- Implement and maintain an employee complaints management system including written policies and procedures that are readily available to employees
- Support employees involved in the employee complaints process.

## All employees

- Comply with the department's policies and procedures in making and dealing with complaints.
- Be responsible for their workplace conduct.

## Additional requirements for managers, principals and supervisors

- Make decisions and take local actions that are fair and transparent.

## Definitions

Employee	Any person employed by the department in a permanent, temporary or casual capacity.
Employee complaint	An employee complaint under the <a href="#">Managing employee complaints (Directive 02/17)</a> (the directive) is a complaint made by a current public service employee who has an honest belief, based on reasonable grounds, that: <ul style="list-style-type: none"> <li>• an administrative decision, which they are aggrieved by, is unfair and unreasonable; or</li> <li>• the conduct or behaviour of an employee, agent or contractor is unfair and unreasonable; or</li> <li>• the conduct or behaviour of an employee, agent or contractor constitutes bullying in the workplace, sexual harassment, racial vilification, religious vilification or vilification on the grounds of gender identity or sexuality; or</li> <li>• the conduct or behaviour of an employee is a breach of the Code of Conduct.</li> </ul>
Employee complaints management system	The policy, procedures, personnel and technology used by the department in receiving, recording, assessing, responding to and reporting on employee complaints.

## Legislation

- [Public Service Act 2008 \(Qld\)](#)
- [Information Privacy Act 2009 \(Qld\)](#) s12
- [Industrial Relations Act 2016 \(Qld\)](#) chapters 7 and 8
- [Public Interest Disclosure Act 2010 \(Qld\)](#)
- [Anti-Discrimination Act 1991 \(Qld\)](#)
- [Public Sector Ethics Act 1994 \(Qld\)](#)
- [Managing employee complaints \(Directive 02/17\)](#)

## Delegations/Authorisations

- [HR Delegations Manual](#) (DoE employees only)

## Related policies

- [Code of Conduct for the Queensland Public Service](#)

- [Standard of Practice](#)
- [Preventing workplace bullying, harassment and unlawful discrimination](#)

## Related procedures

- [Managing employee complaints](#)
- [Making and managing a public interest disclosure](#)

## Guidelines

- Nil

## Supporting information/websites

- [Queensland Public Service Commission](#)

## Contact

For further information, please contact:

Integrity and Employee Relations

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## Review date

08/06/2022

## Superseded versions

Nil

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