

INFORMAL COMPLAINTS PROCESS



HAS SOMEONE MADE YOU FEEL UNCOMFORTABLE OR UNSAFE AT A GREENS NSW EVENT OR IN A GREENS NSW WORK ENVIRONMENT?

SPEAK TO THE NSW GREENS STATE MANAGER OR A GREENS NSW CO-CONVENOR ABOUT WHAT HAPPENED

An informal resolution process will commence

OR

IF APPROPRIATE:

The matter may be referred to the relevant member body's process

This will be discussed with you, and you will be provided with support

Mediation or conciliation to establish what occurred and whether the conduct was appropriate

*All parties to the complaint are welcome to bring a support person

The complaint may be referred to the formal complaint resolution process for formal investigation

Training, or other systemic measures, may be undertaken for employees, volunteers or members

The matter may be closed without further action

ALL IN CONSULTATION WITH YOU

CONTACTS:

Lodge your complaint via Wellbeing@nsw.greens.org.au.

OR

You can leave a confidential voicemail on the Greens NSW Safety line via (02) 9045 6988

You can read our Complaints policy at greens.org.au/nsw/complaints

FORMAL COMPLAINTS PROCESS



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SPEAK TO THE NSW GREENS STATE MANAGER OR A GREENS NSW CO-CONVENOR ABOUT WHAT HAPPENED

A formal complaint process will commence

OR

IF APPROPRIATE:

The matter may be referred to the relevant member body's process

This will be discussed with you, and you will be provided with support

1. An investigator will be appointed
2. The complainant and respondent will be interviewed separately (both of you are welcome to bring a support person)
3. Findings will determine whether the alleged conduct took place
4. Where appropriate, recommendations will be made for disciplinary action

Investigation will take place within 30 days*

NOTE:

All complaints will be taken seriously, with due regard to confidentiality, consent and principles of natural justice.

The Greens NSW are unable to resolve matters of a criminal nature, but we are committed to supporting you in any way possible.

The formal complaints process may result in recommendations for systemic changes, such as changes to our policies, procedures or additional training. Sanctions or disciplinary actions may be put in place in some circumstances.

These recommendations will be discussed with all parties to the complaint.

* Unless a decision is made to extend the timeframe