

Idrivesafety: Complaint procedure DOC: IDS0179

This policy aims to ensure that all employees involved in a complaint are treated fairly, by providing a straightforward process for dealing with complaints of discrimination, sexual harassment and victimisation.

Our complaints procedure is:

- **Impartial** Both sides have a chance to tell their side of the story.
- **Timely** All complaints will be dealt with as quickly as possible.
- **Confidential** Information will only be shared with parties involved.
- **Fair** You will not be victimised for making a complaint.

Step One

Approach idrivesafety (1st Safety officer: Mr Craig Waters craig.waters@idrivesafety.com.au or in case the dispute is against Craig Waters, 2nd Safety officer Dr Ray Shuey ceo@idrivesafety.com.au or 3rd safety officer Administration admin@idrivesafety.com.au) who can provide information about a range of options available to the Contractor/Client with the complaint.

Step Two

Where appropriate the complainant can try and sort out the issue informally with the person's involved. The **safety officer** can provide information on how to do this but does not have the role of support person. This step is NOT compulsory, but is recommended for minor issues that can be resolved informally between the parties.

Step Three

If the issue cannot be sorted out informally, a formal complaint may be lodged by the contractor/client. Details of the complaint must be produced in writing including full details of the alleged incident/s, time, place, who was involved and any other relevant information. The **safety officer** will then refer these details to the appointed company directors for dealing with complaints.

Step Four

A full examination of the complaint will be conducted by a company representative, (which may be the Manager or another party), where appropriate, and may include the following actions:

- interview the alleged perpetrator in relation to the details of the complaint
- require the alleged perpetrator to provide a response to the allegations
- further investigate the matter including taking evidence or witness statements from other parties including parties nominated by the alleged perpetrator in defending the matter

Step Five

On completing their examination of the matter, the person conducting the investigation will reach a final decision about the outcome of the investigation and provide this information to **idrivesafety directors** for final decision.

Step Six

The decision of the **Idrivesafety** will be actioned, and the complainant and alleged perpetrator advised of the outcomes.

Outcomes may include:

- counselling
- disciplinary action
- an apology
- training on anti-discrimination or other matters pertinent to the complaint or
- clearing the alleged perpetrator of any wrong

All documentation associated with complaints and investigations of discrimination or harassment will be handled strictly in accordance with the relevant state and or country privacy legislation where the dispute occurred.

Policy review

All policies will be reviewed every two to three years, and distributed to contractors and posted on web site. Should the need arise, the policies will be translated into appropriate languages.

idrivesafety is committed to providing an environment which is safe for all participants and road users. You will not be disadvantaged in your contract or coaching program as a result of lodging a complaint.

Signed.....

Position: