

Investigating the complaint

To ensure procedural fairness the person/s investing the complaint must;

- Respond quickly (in a timely manner)
 - Act fairly and in good faith
 - Interview the complainant
 - Where possible obtain a written statement from the complainant
 - Examine any relevant documentation
 - Tell the respondent the identity of the person making the complaint
 - Convey the complaint to the respondent in full
 - Allow the respondent to have a witness present at all meetings related to the complaint
 - Give reasonable time for the respondent to reply in writing and obtain advice
- . interview witnesses
 - . interview the respondent
 - . keep written records of all interviews

(Guidelines for handling complaints, AEU)