

Senate Standing Committee on Education and Employment

QUESTIONS ON NOTICE Additional Estimates 2015 - 2016

Agency - Fair Work Building and Construction

Department of Employment Question No. EMSQ16-000748

Senator Cameron provided in writing.

Question

FWBC - Bullying and harassment complaints handling - complaints process

1. What is the process by which complaints are received and recorded?
2. How many complaints have been received and recorded?
3. How many complaints have been received in relation to which a decision has been taken to not take any action or dismiss the complaint?
4. How many complaints have been received in relation to which a decision has been taken to take action? Please provide details of actions taken.

Answer

1. For informal complaints a note in writing should be recorded, with details of how the employee wanted the matter handled, any action taken and any follow up information. For formal complaints detailed records regarding the investigation, findings, recommendations and implementation must be kept. Records of complaints and investigations should be treated confidentially and information should be accessed only a 'need to know' basis.
2. Six complaints have been received and recorded since 2012–13.
3. Zero. In all formal complaints received by FWBC action has been taken.
4. All formal complaints received have had action taken. This action commences with preliminary enquiries being made which may involve an informal or structured formal investigation. In the six complaints received and reviewed since 2012–13, the findings were; matter settled at mediation, matter reviewed with no finding, matter reviewed with no finding, complaint withdrawn from Fair Work Commission, matter reviewed with no finding and matter reviewed with no finding.