

## **FORMAL COMPLAINTS POLICY**

### **Complainant's Options for Formal Complaint**

The options available under the Fire Rescue and First Response Ltd Formal Complaint Process are:

- If the respondent is a student, to make a formal written complaint to the Company Directors
- If the respondent is not a student, to make a formal written complaint to the Company Directors

### **Confidentiality**

Anyone involved in an investigation process is required to maintain confidentiality.

### **Fire Rescue and First Response Ltd Formal Complaint Process**

#### **When the Respondent is a Student**

Where someone chooses not to use Fire Rescue and First Response Ltd.'s informal process or the informal process has failed to resolve the problem, they may file a written complaint to the Company Directors.

The formal written complaint should contain the following:

- The name of the respondent as well as sufficient details outlining the breach of the policy;
- The name of any person who may have witnessed the breach of the policy or to whom the complaint was first reported;
- The expected remedy;
- Information on the fear of retaliation (if applicable) and any proposed interim measures.

The complaint must be signed and dated by the complainant.

The procedure and remedies for a formal written complaint against a student are governed by the Disciplinary Regulations Policy

A complainant and a respondent shall have all the rights of appeal as provided by the Disciplinary Regulations Policy.

#### **When the Respondent is Not a Student**

# Fire Rescue and First Response Ltd

## QUALITY MANAGEMENT POLICIES

---

When someone chooses not to use the Fire Rescue and First Response Ltd.'s informal process or the informal process has failed to resolve the problem, they may make a formal written complaint to the Company Directors.

A formal written complaint should contain the following information:

- The name of the respondent as well as sufficient details outlining the breach of the policy;
- The name of any person who may have witnessed the breach of the policy or to whom the complaint was first reported;
- The expected remedy;
- Information on the fear of retaliation (if applicable) and any proposed interim measures.

The complaint must be signed and dated by the complainant.

The failure to include information in the formal written complaint does not nullify the complaint. The complainant shall be available for an interview for clarification of the formal written complaint if considered necessary by the person receiving the complaint.

If the investigator of the complaint considers that every reasonable effort to settle the matter informally has not occurred, then the Investigator may encourage (if appropriate) that this occurs before a formal proceeding commences.

If the investigator considers that there is sufficient evidence in the written complaint to support a complaint, then the full copy of the formal written complaint and any record of an interview with the complainant should be made available to the respondent for comments.

There is no time limit for the making of a formal complaint.

The investigator of the complaint must respect the principles of natural justice which include the right of the respondent:

- To be advised of the details of the formal complaint and any record of the complaint;
  - To be given an opportunity to provide an explanation and make representations, including having their witnesses heard;
  - To be represented by the person of their choice; and
  - To have the matter assessed by an impartial person.
- The investigator's role is to investigate the complaint impartially and the investigator is required to:

1. Provide the respondent with a letter informing them that a complaint has been received, giving details of the allegations and defining the process of the investigation;
2. Receive any comments either in person or in writing to that letter;

© This policy is the property of Fire Rescue and First Response Ltd

**Effective 1 June 2008**

Reviewed 16<sup>th</sup> April 2022

## **Fire Rescue and First Response Ltd QUALITY MANAGEMENT POLICIES**

---

3. Carry out such further investigation as is necessary;
  4. Advise the respondent of their preliminary views as to those findings and as to the penalty, if any;
  5. Receive and consider representations on those preliminary views;
  6. Make and advise the respondent of the final decision on the findings and as to the penalty, if any;
- Advise the complainant in confidence that a final decision has been made and give appropriate details.