

# COMPLAINTS PROCEDURE

**What can I do to report a breach of the Social Media Policy, or if I believe I am being bullied, discriminated against, sexually harassed, victimised or experienced occupational violence or aggression?**

Below is a summary of the steps that you can take to address individual concerns and who to contact.

- If you can, try and resolve the problem yourself with the person(s) involved as soon as possible
- If you're unsure of how to handle the problem yourself, you can report your complaint verbally by talking to your direct manager or franchisee or by reporting online, over the phone or via email.
- If the complaint is about your manager, you can report your complaint online, over the phone or via email.

## PHONE

### CUSTOMER SERVICE HOTLINE

1300 195 615

## EMAIL

### HR EMAIL

[hr@crocspaycentre.com.au](mailto:hr@crocspaycentre.com.au)

## WEB

### STAFF RESOURCES

<https://crocspaycentre.com.au/pages/staff-resources>

If you witness another employee being bullied, discriminated against, harassed or victimised bring it to the attention of your manager.

If you do make a complaint about a breach of social media policy, bullying, discrimination, harassment or victimisation you are responsible for ensuring that you:

- Making the complaint honestly and in good faith
- Provide all the facts relevant to the complaint.
- Co-operate with the investigation and resolution process

If a complaint of a breach of social media policy, bullying, discrimination, harassment or victimisation has been made about you, you are responsible for ensuring that you:

- Cooperate with the investigation and resolution processes and maintain confidentiality.
- Provide a written or verbal response to the complaint which has been made.
- Provide all relevant facts to the person conducting the investigation.

