**Informal procedure for resolving a bullying complaint**



Questions a Contact Person may ask:

* Who is your complaint referring to?
* What happened and when did this occur?
* Have you made the person in question aware that the behaviour is not welcome, unacceptable and offensive?
* Have you reviewed the company policies?
* What questions do you have about the policy and procedures?
* Harassment complaints need to satisfy the definitions – have you reviewed the definitions within the policy? If not, let’s discuss the Grievance Procedure or the Bullying Policy.
* What resolution option would you like to take?
* Would you like me to talk you through the different options?