**Informal grievance: Complainant –**

### Letter 5 Notification of Resolution Decision

D20/

**CONFIDENTIAL**

«Title» «FirstName» «LastName»

«Address1»

«City» WA «PostalCode»

Dear «Title»«LastName»

I am writing in relation to your informal grievance lodged on «Date» regarding «issue/s» / «Name of respondent», «Position», «Work location».

I have given due consideration to the available information related to the grievance. Based on this, I have concluded that:

The reasons for my decision are based on:

The following will be implemented to address this matter:

[insert actions, for example, professional learning (such as coaching), counselling, mediation, requirement to adhere to professional standards of conduct, other]

[delete non-relevant paragraphs]

I remind all parties to the grievance that staff are required to treat colleagues with respect, dignity, courtesy, honesty and fairness and with proper regard for their rights, safety and welfare, in accordance with the Department’s [*Code of Conduct*](http://www.det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/guidelines/code-of-conduct1.en?cat-id=3457094).

Please inform me if you wish to access professional learning related to aspects of this grievance. Approved professional learning relating to your needs will be provided at no cost.

If you wish to access the Department’s confidential counselling services, I encourage you to contact the [Employee Assistance Program](https://ikon.education.wa.edu.au/-/access-the-employee-assistance-program) provider on 1300 307 912. Staff, their partners and dependent children under 25 years of age are entitled to six free sessions annually. Appointments are available face-to-face, via telephone or skype.

Yours sincerely

«Name»

«Position»

«Date»