**Formal grievance: Complainant**

### Letter 17 Findings of formal assessment and outcome

D20/

**CONFIDENTIAL**

WA

Dear

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

The following actions have been taken to assess your grievance:

[for example]

* review of the information submitted with your grievance
* review of information supplied by yourself during interview
* review of the response supplied by «Title» «Name of respondent»
* interviews with relevant staff, including:

I have considered the available information related to the grievance, with the following findings:

[List each allegation/issue and whether the findings are substantiated, not substantiated or inconclusive, and the information/evidence to support the determination]

As a result of the findings, the following will be implemented to address this matter: [if applicable]

1) [insert actions, for example, professional learning (such as coaching), counselling, mediation]

2) This matter has been referred to the Standards and Integrity Directorate for investigation (if applicable).

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.

If you consider that the process used to manage this grievance has breached the [*Grievance Resolution Standard*](http://www.publicsector.wa.gov.au/publications-resources/instructions-standards-and-circulars/public-sector-standards-human-resource-management/grievance-resolution-standard)and you have been adversely affected by the breach, you may lodge abreach of Standard claim by [insert date – 10 working days after this notification is received by employee]. In the written breach claim, outline how the Standard has been breached, how you have been adversely affected and provide any information or documents to support the claim. Further information is contained in [*Managing Breach of Public Sector Standard Claims*](http://www.det.wa.edu.au/policies/detcms/policy-planning-and-accountability/policies-framework/policies/managing-breach-of-public-sector-standard-claims.en?cat-id=3457968). Please direct breach claim queries to Workforce Policy and Coordination on 9264 5081.

Breach of Standard claims can be forwarded by email to:

[Workforcepolicyandcoordinationbosc](mailto:Workforcepolicyandcoordinationbosc)[@education.wa.edu.au](mailto:bosc.lr.co@education.wa.edu.au).

Please contact «Title» «Name of officer» on «Phone number» if you have any queries in relation to the formal grievance.

Yours sincerely