

Complaints Procedure

It is important that employers have a complaints procedure that employees can follow if they have a complaint regarding breastfeeding and the workplace.

In general there are some basic ingredients for an effective complaints procedure. These include:

1

Outline employee's rights with regard to making complaints.

2

Clearly outline who, within the organisation, complaints should be directed to and how the employee can complain.

3

Provide assurance of confidentiality.

4

The type of information the complainant must provide e.g. name, date and full details of the complaint.

5

A time-frame by which all complaints will be acknowledged e.g. 10 days.

6

A time-frame by which all complaints will be investigated and/or resolved e.g. 10 days from acknowledgement.

7

Who to appeal to and the time-frame within which to appeal.

8

Who within the organisation has the final authority to resolve complaints.

9

External bodies the complainant may approach if they have a lack of confidence in the complaints procedure or are unsatisfied with the final outcome e.g. Human Rights Commission.