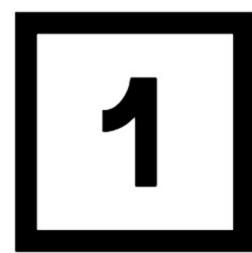
Complaints Procedure

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:



Outline employee's rights with regard to making complaints.



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



Provide assurance of confidentiality.



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



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



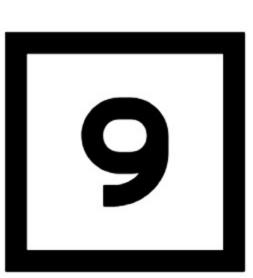
A time-frame by which all complaints will be investigated and/or resolved e.g. 10 days from acknowledgement.



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



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



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.