

MANAGING REFERRED COMPLAINTS



*This complaint was **triaged** by the Integrity Commission – what next?*

The complaint you have received was made to the Integrity Commission and relates to your organisation.

The complaint has been through a simple 'triage' process at the Commission.

This means that we have not assessed or investigated the complaint. We have only reviewed the material supplied by the complainant.

Why is the Integrity Commission referring this complaint?

We have decided that your organisation is best placed to manage the complaint, and

- take the necessary steps if the complaint highlights shortcomings in policies and procedures, or misconduct risks, and
- take action if misconduct has occurred.

What are the Commission's expectations?

You should read the referral letter and see if we have made any specific recommendations about how to manage the complaint.

We do not expect every complaint to be 'investigated', but we do expect you to make sufficient inquiries to determine the appropriate action to take. We may have referred the complaint for you to consider issues that do not amount to misconduct.

Managing the complaint

In cases of alleged misconduct, good practice does not usually involve going straight to the subject of the complaint (the 'respondent'). Instead, you should follow the preliminary assessment steps set out in the [Guide to managing misconduct in the Tasmanian public sector](#).

You should:

- consider whether whistle-blower legislation applies, and
- contact the complainant as soon as possible, and advise them of any action you plan to take.

If you investigate the complaint, make sure that you:

- collect enough evidence to make logical and defensible findings of fact
- test the evidence – including evidence from the respondent (don't just take their word for it), and
- consider all available evidence in making the decision.

You can contact the Commission for help if needed.

What if the complaint is anonymous?

Handle anonymous complaints like any other complaint. Assess the complaint to see if there is enough information to proceed. If not, then you have no option but to finalise it.

Sometimes a complainant requests anonymity with the organisation, but has made their identity known to us. If you need more information, we may be able to assist you by contacting the complainant.

What happens next?

When you have finished dealing with the complaint, you should advise the complainant and the Commission of the outcome.

You should comply with any requirements set out in our referral letter about reporting on, monitoring, or auditing your action.

The main purpose of this oversight is to make sure that public sector organisations manage misconduct matters appropriately. We will be looking to see what action you took, and that there was clear and sufficient information to support that action.

