

## NEED MORE INFORMATION?

You should read:

- Defence Instruction (General) Personnel 35-3  
– Management and Reporting of Unacceptable Behaviour
- Defence Instruction (General) Personnel 35-4  
– Management and Reporting of Sexual Offences
- Defence Instruction (General) Personnel 35-7  
– Defence Equity Adviser Network

You can also contact the Defence Equity Coordinator in your State/Territory:

<b>ACT/SNSW</b>	<b>02 6265 2793</b>
<b>VIC/TAS</b>	<b>03 9282 3025</b>
<b>SA</b>	<b>08 8259 5502</b>
<b>WA</b>	<b>08 9311 2401</b>
<b>NT/Kimberley</b>	<b>08 8935 2205</b>
<b>QLD</b>	<b>07 3233 4461</b>
<b>NSW</b>	<b>02 9377 2051</b>

## If you need advice on an equity issue:

The Defence Equity Advice Line (DEAL), operated by trained staff, is available for callers to discuss any equity issue. It is available 0900-2100 on weekdays and 0900-1700 on weekends and public holidays (EST/DST). The DEAL is not available on Christmas Day. The DEAL number is:

**1800 803 831**

\*FREECALL™ 1800 is only free for calls made from standard telephone lines within Australia. This does not include calls from ISDN Network (or any other data network) or mobile phones. Mobile phone calls will be charged mobile call rates and any calls made from a data network will be charged at data call rates.

### **Fairness and Resolution Branch**

Department of Defence  
CANBERRA ACT 2600  
Facsimile: 02 6127 3013  
Email: [equityadvice@defence.gov.au](mailto:equityadvice@defence.gov.au)  
Intranet: <http://intranet.defence.gov.au/fr>  
Internet: <http://www.defence.gov.au/fr>



Australian Government  
Department of Defence

# HOW TO MAKE A COMPLAINT OF UNACCEPTABLE BEHAVIOUR

**Fairness and Resolution Branch**  
Department of Defence  
CANBERRA ACT 2600

## What is a complaint?

A complaint of unacceptable behaviour is the disclosure of an unacceptable behaviour incident to a commander or manager by any person through any means.

It is important that the complaint be kept as confidential as possible to protect the right to privacy of the complainant, the respondent and any other person involved in the complaint.

A **complainant** is a person who may have been subjected to some form of unacceptable behaviour, even if a complaint has not been made.

A **respondent** is the person or persons against whom the complaint is made.

Complaints of unacceptable behaviour and reporting of incidents are not to be discouraged or suppressed by any person.

## Who can make a complaint?

Any ADF member, Defence APS employee, Defence contracted staff or members of foreign defence forces can make a complaint of unacceptable behaviour.

## How to make a complaint

A complaint can be made to:

- the complainant's commander or manager; or
- the respondent's commander or manager.

**A complaint of unacceptable behaviour can be made either in writing or verbally.**

There is no set format for making a complaint, but it should:

- clearly state that you are making an unacceptable behaviour complaint and be marked as Staff-in-Confidence if written;
- briefly describe the incident(s) including when, where and who was involved; and
- state/express your desired outcome.

The complainant's wishes are important in determining the manner in which a complaint is to be investigated and resolved.

Ultimately it is the commander or manager's responsibility to determine the most appropriate way to proceed.

## What happens after a complaint is made?

- A Quick Assessment will be conducted to determine what has happened.
- The commander or manager will determine whether the matter can be resolved informally or formally. If appropriate, you will be offered informal resolution (eg apology or mediation).
- Depending on the findings of the QA the incident may be investigated in accordance with ADFP 06.1.4 Administrative Inquiries Manual for ADF members or by a Code of Conduct delegate for APS employees.
- You will be provided with advice and support. A case manager is to be appointed at the discretion of the commander or manager to assist the complainant and the respondent during the complaint management process.
- Correct reporting procedures will be followed.