

Managing a misconduct complaint



- **2 day workshop**
- **Theory and practical learning options included**
- **Document templates provided for use in your workplace**
- **Information to assist with policy and procedure development**



The *Managing a misconduct complaint* workshop focuses on proven strategies and procedures to help you and your organisation navigate the complaint management process and arrive at a fair and impartial conclusion.

During the workshop, Ashdale Integrity Solution's facilitators will:

- Outline strategies to manage unreasonable complainants
- Identify the affects a misconduct complaint can have on your workplace
- Provide the skills needed to conduct a thorough and unbiased investigation
- Reinforce the benefits of a uniform complaints management and investigation process in your organisation.

Target Audience

This professional development workshop is ideal for:

- managers responsible for staff welfare and productivity, particularly HR practitioners,
- managers responsible for managing complaints, and
- anyone who undertakes inquiries or investigations into misconduct complaints.

The workshop is applicable to both public and private sector organisations.

Training Method

The workshop is primarily delivered face to face but is highly interactive with multi-media components and a variety of activities to cater for different learning styles.

Content

Day 1

- Foundations of complaints management
 - exploring natural justice and procedural fairness,
 - the types and sources of complaints,
 - reporting obligations,
 - developing a simple complaints management model.
- Options for responding to a complaint
 - Alternate dispute resolution options,
 - An introduction to the investigation process.

Day 2

- The investigation process
 - interviewing skills,
 - case management,
 - reviewing the case,
 - writing your report.

Throughout the two day workshop, participants will engage in practical activities including a case study of a complaint. Participants will also leave the workshop with document templates and best practice tips for review and implementation in their own organisation.

Facilitator



Gavin Christison joined Ashdale Integrity Solutions in August 2006 as the Director of Training, a Consultant Investigator and Mediator. He has conducted workplace investigations for State and Local Government authorities for matters of official misconduct and misconduct as well as grievances and mediated workplace disputes.

Gavin's primary role at Ashdale is the development and facilitation of training. His knowledge and skills in training development, together with his experience in conducting workplace investigations, enables him to provide current and relevant training programs.

Gavin gained extensive investigative experience with the Queensland Police Service where he served for 18 years. During this period, Gavin also fulfilled a training role for several years where he developed and facilitated training across a broad range of training needs including operational skills and IT systems.



Workshop Registration Form

Workshop 1 - BRISBANE

Where: United Services Club,
Spring Hill, Brisbane QLD

When: 7th - 8th April 2009

Workshop 3 - MACKAY

Where: Ocean International Resort
Mackay, QLD

When: 6th - 7th May 2009

Workshop 2 - BRISBANE

Where: United Services Club,
Spring Hill, Brisbane QLD

When: 25th - 26th May 2009

Workshop 4 - TOWNSVILLE

Where: Rydes Southbank
Townsville, QLD

When: 17th - 18th June 2009

Registration Fee

- Early Bird:** \$715 per person (inc GST) if booked at least 4 weeks prior to the workshop
- Standard Rate:** \$795 (inc GST) per person

Contact Details

Contact Name (Surname, first name): _____

Organisation/Company: _____

Position: _____

Postal Address: _____

Telephone: _____

Mobile: _____

Fax: _____

Email: _____

Payment Method Note: Registrations will only be confirmed once payment has been accepted

- EFT - Ashdale Integrity Solutions - ANZ BSB: 014 210 A/C 4845 58405**

Date of Deposit: _____

Amount: _____

Please ensure you quote your surname and company when making EFT payments.

- Cheque for \$ _____ is attached (payable to Ashdale Integrity Solutions Pty Ltd)**

- Charge my credit card for the amount \$ _____**

Card Type: Mastercard Visa Bankcard

Card Number: _____

Exp: _____ / _____

Name of Cardholder: _____

Signature: _____

Fax or mail this Registration Form to: **Ashdale Integrity Solutions**
PO Box 3059 Newmarket QLD 4051
or Fax: 1300 782 975

NOTE Participant numbers are strictly limited. Participants will be accepted on a first-to-pay basis. If your registration is received after the participant quota has been filled, you will be contacted as soon as possible and all monies will be refunded. A cancellation fee of \$75 applies; however attendance at the seminar is transferable to another delegate if Ashdale Integrity Solutions is notified in writing 24 hours prior to the workshop date. A minimum of 12 participants are required for the workshop to proceed. Should the workshop be cancelled for any reason, Ashdale Integrity Solutions will give all participants a full refund. Ashdale Integrity Solutions is not responsible for any other expenses that may be incurred, such as accommodation or travel expenses.

Ashdale Integrity Solutions

Ashdale Integrity Solutions has been conducting misconduct investigations and assisting Government and private sector organisations to manage their misconduct complaints since 2004. This experience, coupled with in-house training expertise, has provided Ashdale with a unique insight into what an organisation needs to effectively manage misconduct complaints.

Ashdale Integrity Solutions' investigative experience includes:

- Misconduct and disciplinary matters;
- Criminal investigations;
- Grievances; and
- General investigations.

For investigation or administrative review enquiries, please contact Bryan Cook on 1300 782 974.

For Further Information

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